FULL SAIL UNIVERSITY

Student Manual

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Introduction

Welcome to Full Sail! The goal of the staff and the purpose of this manual is to help you succeed during your educational journey to graduation. All Education Policies and Procedures are contained in this publication and are to be read in conjunction with the school catalog and the enrollment agreement.

If You Need Help, Ask For It!

We can't help you with a problem if we are unaware that you have one. When in doubt, the first place to seek help is with an Advisor in the Education Department or Full Sail Online Support (for online students with technical issues). If they don't have your answer, they can direct you to someone who does. The Education Advising Team consists of First Year Academic Success Advisors for undergraduate students in their first semester (16 weeks) of their program and Student Advisors for all other students. Student Advisors can assist you in matters relating to academic progress and interaction with any staff member. Student Advisors can assist with schedules and leaves of absence, act as contacts for parents, serve as sources of information, offer referrals for community resources, and address any questions regarding school policy. Student Advisors are available from 8:30 a.m. to 5:30 p.m. (EST), Monday through Friday, either by appointment or on an availability basis.

Campus Students

Student Advisors are located on the main campus, in the Education Department in Building 1. Also, the Student Services staff is a great source of information day and night. The Student Services desks are staffed 24 hours a day and are located in the lobby of Full Sail Building 2, as well as the lobby of Building 3B. They will attempt to assist you with answering questions about your schedule, finding information about Full Sail, or leaving messages for instructors.

Full Sail has a Housing Resources Department to assist you with locating an apartment or a roommate; finding out about rental rates, furnishings, or house wares; and dealing with roommate issues. The Housing Resources Department is located on the first floor of Full Sail Building 2.

Online Students

Full Sail phones are answered 24 hours a day (except major holidays); the main phone number for the Education Department is 407-551-2024 or 800-221-2747. All staff members have phone extensions with voicemail, so you may leave a message for them at any time. These messages will include an automatic time and date stamp. Most staff members also have email access. The receptionists in the Education Department can assist you with contacting staff members, as well as provide the open office hours for instructional staff.

Degree Requirements

Completion of All Required Courses

Each course must be successfully completed in regard to both academics and attendance. In addition, all associate and bachelor students must attain an overall grade point average of 2.0 by graduation in order to be eligible to receive their diploma. All master's level students must attain an overall grade point average of 3.0 by graduation.

Good Standing

During their attendance, students who have not satisfied all financial obligations may be removed from classes until they become current with payments due for tuition, institutional fees, and miscellaneous charges. Students will only be allowed to graduate if they are in good standing with the school, having completed all Education and Financial requirements. Prior to graduation, federal financial aid recipients must also complete an exit interview to review the terms, conditions, and repayment options of any loans borrowed.

Completion within Maximum Time Frame

All degree students must complete their training within the maximum time frame for their degree program. In order to stay within the maximum time frame, the credit hours attempted cannot exceed 1.5 times the credit hours required to complete the program. If a student fails to complete all required coursework within the maximum time frame, they will be permanently dismissed from the program.

Associate of Science Programs

Program	Credit Hours	Maximum
Graphic Design Associate of Science	88	132
Recording Engineering Associate of Science	88	132

Bachelor of Fine Arts Programs

Program	Credit Hours	Maximum
Creative Writing for Entertainment Bachelor of Fine Arts	131	196.5

Bachelor of Science Programs

Program	Credit Hours	Maximum
Computer Animation Bachelor of Science	140	210
Computer Animation Bachelor of Science Online	123	184.5
Digital Arts and Design Bachelor of Science	145	217.5
Digital Cinematography Bachelor of Science	127.5	191.25
Entertainment Business Bachelor of Science	124	186
Entertainment Business Bachelor of Science Online	124.5	186.7

Program	Credit Hours	Maximum
Film Bachelor of Science	124.5	186.7
Game Art Bachelor of Science	141	211.5
Game Art Bachelor of Science Online	123	184.5
Game Design Bachelor of Science Online	123	184.5
Game Development Bachelor of Science	141	211.5
Graphic Design Bachelor of Science Online	123	184.5
Internet Marketing Bachelor of Science Online	134	201
Mobile Development Bachelor of Science	136	204
Music Business Bachelor of Science	121.5	182.2
Music Business Bachelor of Science Completion	71	106.5
Music Business Bachelor of Science Online	124.5	184.5
Music Production Bachelor of Science Online	127	190.5
Recording Arts Bachelor of Science	133	199.5
Show Production and Touring Bachelor of Science	136	204
Sports Marketing & Media Bachelor of Science	128.5	192.75
Web Design and Development Bachelor of Science	136	204
Web Design and Development Bachelor of Science Online	123	184.5

Master of Arts Programs

Program	Credit Hours	Maximum
New Media Journalism Master of Arts	48	72

Master of Fine Arts Programs

Program	Credit Hours	Maximum
Creative Writing Master of Fine Arts Online	48	72
Media Design Master of Fine Arts Online	60	90

Master of Science Programs

Program	Credit Hours	Maximum
Entertainment Business Master of Science	43	64.5
Entertainment Business Master of Science Online	43	64.5
Entertainment Business Master of Science with Sports Management Track Online	43	64.5
Education Media Design and Technology Master of Science Online	38	57
Game Design Master of Science	48	72
Internet Marketing Master of Science Online	39	58.5

Student Awards

Course Director's Award

The Course Director's Award may be conferred on a per-class basis to one or two students who have demonstrated outstanding effort and good attitude in completion of course projects and is based upon the Course Director's decision.

Perfect Attendance Award

The Perfect Attendance Award is presented to students who have completed a Degree Program without having missed a single lecture, lab, or seminar for any reason.

Advanced Achievement Award

The Advanced Achievement Award is given to only one student in each graduating class. The award recognizes outstanding achievement throughout the whole program, acknowledging such things as effort, dedication, energy, sacrifice, skill, and leadership. Full Sail recognizes that the Advanced Achievement Award is one of its most prestigious awards and is usually indicative of a student who is most likely to succeed.

Valedictorian

Upon graduation, the student with the highest GPA within his or her program will be named Valedictorian. Failure of a course disqualifies a student for Valedictorian.

Salutatorian

Upon graduation, the student with the second-highest GPA within his or her program will be named Salutatorian.

Credit for Previous Training

Students who have previous post-secondary educational experience or training in a course that Full Sail offers may receive credit for previous training by either of two methods.

Students may provide a copy of their transcript from a previous post-secondary school for review by a Transcipt Registrar, who will look for a course or courses similar in scope and subject to a Full Sail course.

Campus-based students may have the option of a test-out exam. Students taking the exam must score a grade of 75 percent or higher to prove proficiency in the subject and receive credit for previous training. Students will not be allowed to review the course material prior to test-out.

Students receiving transfer credit or scoring a test-out exam grade of 75 percent or better will be exempt from taking those courses at Full Sail. This grade will not appear on the student's transcript. Tuition will be reduced accordingly, as will the credit or clock hours for their program. This reduction in program credit or clock hours could have a negative effect on the student's eligibility for financial aid loans or grants. Before agreeing to accept the credit for previous training, students should check with their Financial Aid Administrator. Students must sign acceptance of the credit prior to its removal from the schedule.

Students must attempt all test-outs or provide transcripts by the deadlines provided in writing during Orientation. The deadline will always occur during their first month at Full Sail. After that deadline, no exemptions will be considered.

NOTE: Not all courses at Full Sail are eligible for the test-out option. Many advanced courses in the degree programs are ineligible for test-out.

Global Professionalism Standards

The GPS carries the banner of Full Sail's academic and technical expertise to encompass a student's professional behavior, allowing them a vehicle to showcase their excellence. (Mission Statement)

Full Sail's Global Professionalism Standards program is a system that transverses all levels of a student's educational experience. It is a commitment from all levels of Full Sail to each student's professional development. The GPS:

- Establishes a set of entrance requirements to clarify, enhance, and support each prospective student's interests and goals within a Full Sail education and a career in entertainment media

- Creates a vital code of conduct necessary for success, both as a student and as an entertainment industry professional

- Provides a means of recognizing outstanding students who go above and beyond the norm

- Prepares the student to navigate successfully through any professional environment, providing emphasis on behavioral concepts as an equally important facet of employment

The GPS keeps current with the needs of all the clients Full Sail serves—students, staff, and employers. For our students, it completes the picture of a professional world addressing the seemingly esoteric elements of success both during school and beyond. For our staff, it sets a professional standard within the classroom, enhancing an already dynamic environment. For our employers, it complements the invaluable technical training our students receive, ensuring the graduates they employ possess all the skills necessary to excel.

The heart of this project is to offer all students an opportunity for excellence. Inherent in its implementation is the chance for acknowledgement beyond academics. Students who choose to embrace its potential will be recognized by our staff and rewarded with the holistic knowledge that will enable them to navigate any professional work environment.

Upon entrance into Full Sail, each student has signed a GPS contract, agreeing to the code of conduct set forth in the Full Sail Student Manual. This code of conduct is upheld in each Full Sail office, hallway, parking lot, and classroom. Each student is responsible for their conduct in the aforementioned areas.

Each area has a tracking system set forth in the Student Manual to gauge a student's level of professionalism as they move though their education. Details are as follows:

- The GPS system is set up on a 100-point scale. This is a computation of scores in the three sections of CAMPUS, EDUCATION, and COMMUNITY.

- Students begin with the following scores:

CAMPUS	100
EDUCATION	100
COMMUNITY	0

- The CAMPUS and EDUCATION sections adhere to the code of conduct. This code of conduct has been broken down into a rubric found in the Student Manual. Though the broad categories are the same, both CAMPUS and EDUCATION have their own definitions and subsequent point deductions.

- A student's CAMPUS score is set at 100 when they begin a degree program. This score can be adversely affected by behavior contrary to the code of conduct represented in the CAMPUS rubric.

- A student's EDUCATION score is set at 100 when they begin each class in a degree program. This score can be adversely affected by behavior contrary to the code of conduct represented in the EDUCATION rubric. Each class's GPS score will be averaged over a student's degree program. A student's final EDUCATION score is the average of each individual class GPS score.

- A student's COMMUNITY score is set at 0 when they begin a degree program. This score can be positively affected by behavior that contributes to the Full Sail community in a positive way. Such behavior is defined in the Student Manual.

- A student's calculated GPS score will be posted quarterly for review.

- If a student changes degree programs in mid-curriculum, his or her GPS points will accumulate from the first degree program.

- If a student should wish to appeal any aspect of this score and/or calculation, he or she must appeal using the process defined in the Student Manual. A student's appeal will be heard before the GPS Committee.

Global Professionalism Standards: Campus Student Education Rubric

Timeliness

Tardy to class	5 points
Unexcused absence	5 points
No call/No show for appointments	10 points

Respectful

Cell phone/Beeper going off during class/lab	5 points
Disrupting class/lab	5 points
Eating/Drinking in class/lab	5 points
Improper equipment care	10 points
Inappropriate behavior, such as:	20 points

        Fighting, Verbal Abuse, Sexual Harassment, etc.

Preparation

Full Sail ID badge not displayed	5 points
Required documents/materials not brought to class	5 points

Alert/Attentiveness

    Sleeping in class   5 points

    Being off task   5 points

    Inappropriate use of communication devices during class/lab, such as: 5 points

        Text Messaging, IM-ing, Surfing the Internet, etc.

Compliance

    Under ANY influence in class/lab   100 points

    Cheating
        100 points

    Stealing
        100 points

    Plagiarism
        100 points

    Destruction of Full Sail equipment/property   100 points

    Violation of practices as established in the FS Student Manual   100 points

Global Professionalism Standards: Campus Student Campus Rubric

Timeliness

    Tardy for appointments   5 points

    No call/No show for appointments   5 points

Respectful

    Inappropriate cell phone/beeper etiquette   5 points

    Inappropriate language   5 points

    Littering
        5 points

    Smoking in non-designated areas   5 points

    Inappropriate behavior, such as: 20 points

        Fighting, Verbal Abuse, Sexual Harassment, etc.

Preparation

    Full Sail ID badge not displayed   5 points

    Not bringing required documents/materials to appointments   5 points

Alert/Attentiveness

    Following directions pertaining to required/requested materials and duties   5 points

    Follow through on tasks for required/requested materials and duties   5 points

    Meeting/Completing deadlines for required/requested materials and duties   5 points

Compliance

Under ANY influence on campus/in offices	20 points
Falsifying documents	20 points
Stealing	20 points
Reckless driving on campus	20 points
Being in unauthorized areas without an escort	20 points
Violation of practices as established in the FS Student Manual	20 points

Global Professionalism Standards: Campus Student Community Rubric

PARTICIPATION

1 Classroom

Assisting an instructor with the facilitation of class progress as the ultimate goal

Assisting fellow students with the facilitation of the learning process as the ultimate goal

2 Campus

Assisting an instructor with on-campus extracurricular activities

Assisting a school rep with on-campus extracurricular activities

Assisting Full Sail with on-campus extracurricular activities

Attending designated improvement workshops

3 Community

Assisting Full Sail in a community-minded and/or civic event

Assisting a community-minded group and/or event

Involvement in a community organization that parallels Full Sail's commitment to professionalism

4 Other

This option is for things not included in any other category.

CONTRIBUTION

1 Classroom

Creating a tool/system/concept/etc. for the facilitation of class progress

Creating a tool/system/concept/etc. for the facilitation of the learning process

2 Campus

Creating organizations for the betterment of the Full Sail campus

Organizing events for the betterment of the Full Sail campus

3 Community

> Creating organizations for the betterment of the community

> Organizing events for the betterment of the community

4 Other

> This option is for things not included in any other category.

Global Professionalism Standards: Online Student Education Rubric

Timeliness

Missing deadlines for required/requested materials	5 points
Missing deadlines for required/requested tasks	5 points
No call/No show for appointments	10 points

Respectfulness

Disrupting session/discussion	5 points
Inappropriate language	5 points
Inappropriate "Netiquette "	5 points
Such as: Tone, Cybershouting, etc	5 points
Inappropriate behavior	20 points

Preparation

Incomplete tutorials	5 points
Inadequate research of needed materials for active participation	5 points
Lack of initiative concerning technical obstacles	5 points
Such as: Not calling tech support, contacting instructor, working with peers, etc.	

Alert/Attentiveness

Lack of active participation in virtual classroom community	5 points
Lack of meaningful contribution to virtual classroom	5 points
Not following directions pertaining to required/requested materials and duties	5 points
Lack of follow through on tasks for required/requested materials and duties	5 points

Compliance

Cheating	100 points
Plagiarism	100 points
Violation of practices as established in the FS Student Manual	100 points

Global Professionalism Standards: Online Student Campus Rubric

Timeliness

Missing deadlines for required/requested materials	5 points
Missing deadlines for required/requested tasks	5 points
No call/No show for appointments	10 points

Respectfulness

Disrupting session/discussion	5 points
Inappropriate language	5 points
Inappropriate "Netiquette "	5 points
Such as: Tone, Cybershouting, etc.	5 points
Inappropriate behavior	20 points
Such as: Verbal Abuse, Sexual Harassment, etc.	

Preparation

Incomplete tutorials	5 points
Inadequate research of needed materials for active participation	5 points
Lack of initiative concerning technical obstacles	5 points
Such as: Not calling tech support, contacting instructor, working with peers, etc.	

Alert/Attentiveness

Not following directions pertaining to required/requested materials and duties	5 points
Lack of follow through on tasks for required/requested materials and duties	5 points

Compliance

Cheating	20 points
Plagiarism	20 points
Violation of practices as established in the FS Student Manual	20 points

Global Professionalism Standards: Online Student Community Rubric

Participation

1 Classroom

Assisting an instructor with the facilitation of class progress as the ultimate goal.

Assisting fellow students with the facilitation of the learning process as the ultimate goal.

2 Campus

Assisting an instructor with on-campus extracurricular activities.

Assisting a school rep with on-campus extracurricular activities.

Assisting Full Sail with on-campus extracurricular activities.

Attending designated improvement workshops.

3 Community

Assisting Full Sail in a community-minded and/or civic event.

Assisting a community-minded group and/or event.

Involvement in a community organization that parallels Full Sail commitment to professionalism.

4 Other

This option is for things not included in any other category.

Contribution

1 Classroom

Creating a tool/system/concept/etc. for the facilitation of class progress.

Creating a tool/system/concept/etc. for the facilitation of the learning process.

2 Campus

Creating organizations for the betterment of the Full Sail campus.

Organizing events for the betterment of the Full Sail campus.

3 Community

Creating organizations for the betterment of the community.

Organizing events for the betterment of the community.

4 Other

This option is for things not included in any other category.

Full Sail Code of Conduct

Full Sail University is a place that promotes responsibility, respect, civility, and academic excellence in a safe and professional learning and teaching environment.

The Full Sail Code of Conduct sets a clear standard of behavior and professionalism that is expected not only of our institution but of the industry for which we train. It specifies the mandatory consequences for student actions that do not comply with these standards.

Guiding Principles

All participants involved, including students, teachers, staff, and consented guardians, are considered the Full Sail Community and are included in this Code of Conduct, whether they are on school property or at a school-authorized event.

- All members of the Full Sail Community are to be treated with respect and dignity.
- Members of the Full Sail Community are expected to use nonviolent means to resolve conflict. Physically aggressive behavior is not a responsible way to interact with others and will not be tolerated.
- The possession, use, or threatened use of any object to injure another person endangers the safety of oneself and others.
- Alcohol and illegal drugs are addictive, present a health hazard, and will not be tolerated.
- Insults, disrespect, or any type of harassment are not part of a professional environment and will not be tolerated.
- Classroom disruptions are detrimental to the learning and teaching environment.
- Respecting your environment and surroundings is considered a part of responsible citizenship.

Standards of Behavior

Responsible Citizenship

All members of the Full Sail Community must:

1. Treat one another with dignity and respect at all times
2. Demonstrate honesty and integrity
3. Respect and treat others fairly, regardless of their race, ancestry, color, religion, gender, disability, socioeconomic status, or sexual orientation
4. Comply with applicable local and federal laws
5. Show care and respect for school property
6. Respect the need of others to work in an environment of learning and teaching
7. Take appropriate measures to help those in need

Safety

Alcohol and Drugs

Members of the Full Sail Community must not be in possession or under the influence of alcohol or illegal drugs nor provide others with the same.

Physical Aggression

Members of the Full Sail Community must not inflict, or encourage others to inflict, or threaten bodily harm on another person. Community members will seek staff assistance, if necessary, to resolve conflict peacefully.

Weapons

Members of the Full Sail Community must not be in possession of any weapon, including but not limited to knives and firearms, pepper spray or mace, or anything that may resemble a weapon—this includes prop weapons (campus students, please refer to the Security section on Connect for the "Prop Weapon Policy").

Students found in possession of unauthorized weapons will be subject to immediate arrest and suspension/termination. Members may not use any object to threaten or intimidate another person or cause injury to any person with an object.

Mandatory Consequences

Suspension followed by a dismissal hearing, as well as police involvement, will be used for the following offenses:

- Possession of a weapon, including, but not limited to, firearms and knives
- Possession of illegal drugs or trafficking drugs or weapons
- Robbery
- Use of a weapon to cause bodily harm or to threaten serious harm
- Serious physical assault
- Sexual assault

Suspension followed by a penalty hearing will be used for the following offenses:

- Acts of vandalism causing damage to school property
- Swearing at a teacher or other staff person
- Threatening physical assault against any member of the faculty, staff, or student body
- Being under the influence of alcohol or illegal drugs
- Academic dishonesty
- Unprofessional language used to communicate on paper or email via school work or evaluations

Conduct Probation will be given for the following offenses:

- Swearing in public areas of the school
- Defamation of the school (see how to communicate a grievance in the Student Manual)
- Parking infraction

- Disruption of classroom activities
- Disrespect of fellow students, faculty, or staff

Two (2) or more conduct infractions may result in suspension or dismissal.

Consequence Levels

Conduct Probation

Students who fail to abide by Full Sail policies as stated in the Full Sail catalog, the enrollment agreement, and this manual may be placed on Conduct Probation. The length of the probationary period will depend on the severity of the action. If a student is placed on Conduct Probation, he or she will lose 10 Campus Professionalism points.

Suspension

Students who fail to abide by Full Sail policies as stated in the Full Sail catalog, the enrollment agreement, and this manual may be Suspended. The length of the Suspension period will depend on the severity of the action. If a student is Suspended from school, he or she will lose 20 Campus Professionalism points.

Dismissal

If a student is dismissed from Full Sail, he or she will lose 50 Campus Professionalism points.

Dress Code

Students are requested to wear appropriate clothing. Minimum dress should cover the torso and upper legs. No offensive T-shirts or printed clothing is allowed. Students cannot wear sunglasses in class. Instructors have the right to ask students to remove hats or caps in class. Shoes must be worn at all times.

Student Projects

The content of student project work must not contain any pornographic material, any material that would be considered offensive by the general public, sexually explicit material, or profanity. A general rule of thumb is to follow a PG-13 rating.

Students grant Full Sail perpetual license to any project work created as part of their academic progress. This perpetual license does not require that students give up ownership to their work, but that they give Full Sail the right to use the work for educational purposes in classroom and academic materials, as well as any marketing or promotional material for the school.

Software Piracy

Full Sail will strictly enforce United States copyright laws. Please do not copy software from computers in labs or in the Library. Do not allow any person to copy software from you. Failure to comply with this policy may be cause for immediate dismissal from school.

Full Sail's No Harassment Policy

Full Sail prides itself as an open institution, available to everyone. We welcome a diverse student population from all walks of life and from virtually any location in the world. It is important that every student is treated with respect by the faculty, staff, and fellow students.

The No Harassment policy is not meant to regulate our students' personal lives or their morality; however, each student is entitled to remain free from conduct that is improper, threatening, or demeaning while pursuing an education at Full Sail.

No Harassment

a   Sexual Harassment. Improper and unwanted conduct of a sexual nature is prohibited. This includes both physical conduct, such as touching, as well as verbal conduct, such as comments about an individual's anatomy. Sexual Harassment is not tolerated and may subject a student to disciplinary action, including suspension or dismissal.

b   Other Harassment. Conduct that is demeaning or disparaging with regard to a student's race, national origin, age, disability, religion, or sexual orientation is not permitted. Such conduct may also subject a student to disciplinary action, including suspension or dismissal.

Complaint Procedure

Students who experience serious acts of harassing conduct should promptly report these to the Director of Student Affairs. Each complaint will be investigated and appropriate action will be taken. Any complaint will be kept confidential to the maximum extent possible.

Full Sail will not tolerate any sort of retaliation against any student for filing a complaint of harassment.

Classroom Environment

Full Sail is dedicated to providing the best possible learning environment for all students to pursue their degrees. As future professionals in the entertainment industry, it is essential that we treat our fellow professionals—be they our peers, faculty, or staff—with the respect, courtesy, and kindness they deserve.

Rules for Classroom Behavior

- Be on time and prepared for class.
- Do not leave the lecture or synchronous activity (such as chats or conference calls) except for an emergency.
- Be respectful of your classmates and your instructor.
- Be alert and attentive—no sleeping or reading of outside material in class.
- Be respectful of the equipment and facilities.

No Eating or Drinking in Classrooms, Labs, and/or Studios

No eating or drinking is allowed in studios, classrooms, or carpeted rooms and hallways around the school. Food and drink in the studios can damage very expensive equipment. In the classrooms, food spills cause rodent and pest problems. Please help us take care of this facility and keep the area clean.

No Beepers or Cellular Telephones in Class

In order to provide an effective learning environment for all students, the use of beepers, cellular telephones, or other communication devices or alarms is not allowed in class. You will be marked for a two-hour absence if your electronic device alarm disrupts the class.

Disruptive Behavior

Students who disrupt a classroom lecture, online synchronous activity, or lab will be asked to leave the classroom. They will be marked absent for the day, and it will not be excused. Disruptive students will be required to meet with their Course Director or an appropriate administrator from the Education Department before they are allowed to attend future classes. These students may be placed on Conduct Probation or may be considered for suspension or dismissal, depending on the severity of the situation.

Care for Equipment

Students are given daily access to very expensive equipment and are required to respect this equipment and report any potential damage or maintenance requirements to their instructors. Please take special care with loose parts of equipment that may become lost or misplaced. Students who deliberately, or with extreme negligence, are responsible for damage to equipment may be assessed for the cost of the loss. This cost may be added to students' tuition accounts or may subject them to dismissal from school.

Pink Slips

Pink slips are used to notify students that someone on staff needs to speak with them. Pink slips are generally issued only when students have refused to take care of an administrative problem or have failed to observe the policies of Full Sail. Students are given a pink slip and told to see the person named on the pink slip. Common causes for these summonses may be for financial aid or business office matters, although in severe cases they may be for probation notices, misbehavior, or scheduling purposes. If a matter is not urgent, the person initiating the notice will note a time on the pink slip for the student to come see them. Unless otherwise noted, all pink slips are to be acknowledged immediately.

When a pink slip is issued, the student is marked absent until he or she returns with a signed pink slip. Students who are dismissed during night labs or lectures will be marked absent for the duration of the evening class until they can attend to the pink slip during normal office hours. Absences due to pink slips are unexcused. In lieu of a pink slip, online students may be locked out of Full Sail Online and asked to speak with a Full Sail administrator. Once the issue is resolved, website access is immediately granted.

Academic Dishonesty

Our students are expected to have integrity at all times here at Full Sail. This is especially true with regard to their academic performance, including the submission of creative work and assignments as well as test-taking in the classroom. Obtaining credit for work that is not a student's own is academic dishonesty, discredits the integrity of Full Sail as a whole, and will not be tolerated. Below are guidelines and consequences that are important in ensuring success during a student's tenure at Full Sail.

Academic dishonesty can be cheating on tests, projects, papers, and homework. This includes, but is not limited to plagiarism, misrepresentation, and unauthorized (uncited) use or possession of material. This also includes any student who shares his or her work with the intention of helping another student to cheat. Collaboration is not allowed, and this student is subject to the same penalties as the person who plagiarized.

Projects/Assignments: Students are expected to be honest and produce their own projects/assignments according to the specifications of their Course Director. They must work solely on their projects/assignments unless otherwise noted by this Course Director. Work submitted by our students is assumed to be a student's own thoughts, idea, and words. Discovery of the contrary will result in immediate consequences. For group projects, all students whose names are submitted with the project are responsible for the content and will be subject to disciplinary action should plagiarism be discovered.

Test-taking: Students are expected to complete all tests/quizzes both on paper and on the computer on their own. Discovery of the contrary will result in immediate consequences. For group projects, if your name is on the project, you are accountable for information turned in.

Plagiarism Defined (as in Webster's Dictionary):

1 to steal and pass off the ideas or words of another as one's own

2 use a created production without crediting the source

3 to commit literary theft

4 present, as new and original, an idea or product derived from an existing source

Examples of Academic Dishonesty:

- Computer code
- Music
- Computer graphics
- Marketing plan
- PowerPoint presentation
- Review/summary
- Script
- Makeup work

This includes any other work that is plagiarized whether in part or as a whole. Anything turned in to satisfy a course requirement is expected to be entirely authored by the student submitting it. When students borrow ideas or words from a source, they are responsible for citing or referencing that source appropriately. To find out more on how to do this, ask your Course Director or go to *www.apastyle.org.*

Consequences of Academic Dishonesty:

- For first-time offenders, academic dishonesty will result in non-acceptance of work submitted and a failing grade for the course, as well as the student retaking and paying for the repeated course. Depending on the circumstances, disciplinary action will range from Conduct Probation to dismissal from the program, with determination made by the Program Director and Director of Advising.

- Second-time offenders of this policy will be subject to immediate suspension with a dismissal hearing.

For more on how to avoid plagiarism, visit *www.plagiarism.org* for tips on prevention.

Full Sail University Smoking Policy
Based upon The Florida Clean Indoor Air Act

Florida Statutes (386.201-386.2125)

Policy

In accordance with the "Florida Clean Indoor Air Act" as amended in 2003, the smoking of tobacco products is prohibited inside all University buildings. In addition, Full Sail University prohibits smoking within 25 feet of all building entrances and to ensure the smell of tobacco does not reach occupants inside the buildings, smoking is prohibited within 25 feet of all air conditioning intake vents.

Enforcement

Complaints concerning violations should be directed to Security who will deduct GPS points from student violators. Students who are habitual offenders will be referred to a student advising manager for further disciplinary measures. Staff violators will be referred to their immediate supervisor, and multiple offenders will be referred to their department head which may result in verbal or written Employee Counseling.

Informational Map Locations

Maps with locations of air conditioning air intakes can be found on Connect.

Support

The Surgeon General warns smoking causes Lung Cancer, Heart Disease, Emphysema, and may complicate pregnancy; anyone wanting help quitting smoking can find it through our health care provider, United Health Care, at *www.myuhc.com* click on the Health and Wellness link at the top of the page.

Note: Students should direct their concerns to Security or a Student Advisor.

Scheduling

Full Sail schedules classes and labs on a monthly basis only. By beginning a new term every month—unlike a typical college that only schedules three terms in a given year—Full Sail is able to allow for an accelerated pace in course work.

For Campus Students

Full Sail only schedules classes and labs on a monthly basis for several reasons:

1   Full Sail begins a new term every month, unlike a typical college that only schedules three terms in a given year.

2   Failures, drop-backs, and leaves of absence can cause course numbers to change dramatically, requiring the Scheduler to remain flexible in assigning rooms.

3   Full Sail is constantly expanding, adding new classrooms and laboratory environments in order to keep up with the growing and changing technology in our industry.

4   Special events (workshops, seminars, guest appearances, manufacturer's visits, conventions, etc.) will need to be scheduled as they occur.

Full Sail operates on a 24-hour schedule. Most lectures will occur at 9:00 a.m., 1:00 p.m., or 5:00 p.m. and are typically four hours in length. In any given month, your schedule could reflect a Monday-through-Friday track or a Tuesday-through-Saturday track. This can and most likely will change from month to month.

Even if your lectures happen on Monday-through-Friday, students may have labs on Saturday and Sunday. The same occurs with Tuesday-through-Saturday lecture tracks (students may have labs on Sunday and Monday).

Most courses at Full Sail include both lectures and labs. Labs may occur at any time in a 24-hour period, any day of the week. The Course Director for each course sets the lab schedules, and you will be informed of your lab group and schedule on the first day of class each month.

All schedules are based upon military time due to the 24-hour nature of Full Sail's schedule and the industry in general. For example, 1:00 a.m. will be displayed as 1.00, but 1:00 p.m. will be displayed as 13.00. All lectures and labs are typically scheduled at any one of the following six times:

1.00	1:00 a.m.
5.00	5:00 a.m.
9.00	9:00 a.m.
13.00	1:00 p.m.
17.00	5:00 p.m.
21.00	9:00 p.m.

If you learn these six military time values, you should not have a problem understanding the times at which you are expected to report to a lecture or lab.

All schedules may be viewed online and are uploaded monthly to the Full Sail student site My Stuff, accessible from the Community Home page of Connect. Sometime during the last week of any given month of classes (often Tuesdays or Wednesdays), you should check the home page of Connect for an announcement that your new schedule is "now online." This is what you should see upon clicking the "Schedules" link in the navigation column of My Stuff:

At the top of the page, the classes you will be starting the following week are displayed in red. By checking the boxes next to each course (or checking Display All), you will be able to view the four weeks worth of classes and labs scheduled. You will also still see the last week of classes and labs in which you are currently enrolled. For your convenience, a Print View option that allows you to print your new schedule is available.

Academics and Attendance

Grades are given for both academics and attendance. Students are required to obtain a passing grade in each course and 90 percent attendance. A passing grade in an associate- or bachelor-level program is a D or a numerical grade of 70. A passing grade in a master-level program is a C or a numerical grade of 73.

Academic Grading Scale

The grading scale is as follows:

Grading Scale		
A+	95–100 percent	4.0
A	90–94 percent	3.5
B+	85–89 percent	3.0
B	80–84 percent	2.5
C+	76–79 percent	2.0
C	73–75 percent	1.5
D	70–72 percent	1.0
F	0–69 percent	0.0

Masters Grading Scale		
A+	95–100 percent	4.0
A	90–94 percent	3.5
B+	85–89 percent	3.0
B	80–84 percent	2.5
C	73–79 percent	2.0
D	70–72 percent	1.0
F	0–69 percent	0.0

Unless otherwise stated in each course syllabus, grades are rounded to the nearest percentage point. A student may not receive an overall grade higher than 100 percent for any course.

A grade may not be changed after it has been posted unless, in the opinion of the Course Director, there was a legitimate error in the grading of the project, exam, quiz, or test. The Course Director will then complete a grade-change form, sign it, and deliver it to the Registrar in the Education Department who will record the corrected grade. Overall GPA is calculated by taking an average of the course grades using the 4.0 scale.

Campus Student Attendance

Roll will be taken at the beginning of the class and after break. Students must be present for 90 percent of the lecture and lab hours to satisfy course attendance requirements.

Unexcused tardiness of up to 15 minutes from the beginning of the class period will be recorded as T for tardy. Five tardy markings equal a two-hour unexcused absence. Entering the classroom or lab more than 15 minutes late will result in a two-hour unexcused absence.

Students who leave class during a lecture or lab may be marked absent for that attendance period. Students who fall asleep during a lecture or lab may be marked absent for that attendance period.

Excused and Unexcused Absences

A student's absence may be considered an excused absence by having both a legitimate reason for missing the class and proof of the reason. Having an excused absence means that the student will be allowed to **make up the time** missed in excess of 10 percent of the course hours. Your Course Director will discuss their policies for alerting them of excused absences on the first day of each new course.

Excused absences may be any of the following and must be proved with the attached documentation unless otherwise directed by the Course Director:

Type of Absence	Documentation
Accident or personal injury	Police report, repair bill, insurance claim form (this does not include traffic violations or routine automobile maintenance)
Uncontrollable event	Includes severe weather problems, flooding, and other major problems. Police report, repair bill, insurance claim form
Good Samaritan Act	E.g., helping out at the scene of an accident. Letter, police report
Leave of absence	Request form signed by the student and processed through the Education Department
Family death or serious illness	Death notice, letter from person with authority, funeral notice/card
Job interview	Applies to students graduating within the month. Letter from the Placement Department or a letter from the interviewer
Family obligation	Wedding invitation, plane ticket, etc.
Very sick, no doctor visit	Provided the student has called the Course Director and spoken to him or her personally (or left a date- and time-stamped voicemail) before the missed class starts, the Course Director may grant an excused absence at his or her discretion. Written messages left for the Course Director are not sufficient for this purpose.

Makeup Work

Only students with excused absences that exceed 10 percent of the course hours but do not exceed 20 percent of the course hours are allowed to complete a makeup assignment for the class or classes they missed. Students must bring documentation to the Course Director, who will verify the absence. The Course Director will then assign a makeup assignment. A makeup assignment is usually based on the lab or lecture actually missed. A makeup assignment may be to attend an additional lecture or lab, or it may even be a written task or project. Makeup assignments vary from course to course and by instructor as well. Students must get an official makeup form from the Course Director. The final determination concerning eligibility to do a makeup assignment rests with the Director of Student Affairs.

When a makeup assignment is complete, it must be returned to the Course Director, who will deliver it to the Registrar. At that time, the hours made up will be credited to the student, bringing their attendance to a maximum of 90 percent.

The need for a makeup assignment eliminates the possibility of the student receiving a Perfect Attendance Award.

A student who misses more than 20 percent of the course hours must repeat the course, even if the absences were excused. If the absences were excused, the student may repeat without repayment of the course.

Time Limits for Makeup Work

Makeup work must be completed and turned in to the Course Director no later than noon of the Friday that falls three (3) weeks after the end of the class or by the deadline given by the Course Director with the assignment,

whichever date comes first. Failure to complete and turn in makeup work within the time limit forfeits eligibility for makeup. All deadlines for makeup work will be posted at *connect.fullsail.edu* through the My Stuff/Courses section.

Failing Classes

If a student fails a class, a reschedule will be created by the Education Department to retake the class and shift the balance of the schedule accordingly.

In some cases, a reschedule will take place immediately; however, it may occur in future months.

A reschedule also changes the graduation date. Students should make their parents and family aware of the new date.

It is the student's responsibility to check the Full Sail Student Information site, *connect.fullsail.edu*, or contact a Student Advisor to get the reschedule upon failing a class. If no seat is available in this month's class, the student may be forced to take a leave of absence until a seat is available.

When you have failed a class, you do not continue with your classmates on their schedule. You will be given a revised schedule viewable at *connect.fullsail.edu*. All failed grades are calculated into your overall GPA unless a grade-forgiveness is granted. See the upcoming section on grade-forgiveness for details.

Repeat of a Course

Students with satisfactory attendance who fail a course for academic reasons are permitted to retake the course. Students must maintain satisfactory progress throughout the second attempt and complete all coursework given. There will be no charge for additional months of classes due to excused absences or poor academic achievement; however, if a student withdraws prior to graduation, all weeks of attendance (even repeats for academic failure) will be counted toward the weeks of attendance for percentage of tuition owed.

Students who fail a course due to poor attendance, or who retake a course for a third time, must repay the course tuition.

There are some courses in degree programs that a student must complete within two attempts or that student will be dismissed from the program. This information is provided to the students in the syllabus received on the first day of those classes.

Connect: The Student Portal

What is Connect?

Connect (*connect.fullsail.edu*) is the Full Sail student portal; members of the Full Sail community can use Connect to gain access to information and tools that allow them to virtually interact with each other.

Connect is composed of:

1   Connect Community—Announcements, Articles, News, Links, program-related content, Full Sail Community Calendar, and Technical Support

2   My Stuff (campus atudents): Grades, Attendance, Schedule, Course Descriptions, GPS Numbers, Network Access, Emergency Notification System

3   My Stuff (online students): Grades, GPS Numbers, Emergency Notification System

4   My Courses: Full Sail Online class courses

Connect also offers access to your most frequently used resources such as Student Email and the Library. In addition, you'll find industry-, campus-, and program-specific news as well as useful information about campus departments and student organizations. You'll also find discounts from vendors of industry-related gear and software.

How to Access Connect

Once your enrollment process has been completed, you will be directed to the registration portal to create your Full Sail account. You will be able to create a username that will be used to access all Full Sail accounts. The same username will be used as part of your Full Sail email address (example: Username@FullSail.edu), so it is important to choose a name that will look professional on a résumé or any communications with industry contacts.

Once your account has been created, you will be directed to Connect, powered by OrgSync at *connect.fullsail. edu*. Use your Full Sail email address to login to this site.

Community Student Portal

Connect is the gateway to access online courses in the Full Sail Online student portal.

Connect Terms of Service

The Terms of Use for Connect are as follows:

1   Acceptance of Terms

    a   Full Sail provides CONNECT to you, the user, under the following terms of use. Use of CONNECT constitutes unconditional, unmodified acceptance of these terms.

    b   Full Sail reserves the right to modify terms of use, with such modification effective immediately upon posting of terms. Your continued use of CONNECT after the posting of any amended Terms of Use shall constitute your agreement to be bound by any such changes.

    c   Users who do not accept terms of use are not permitted to use CONNECT.

2   No Unlawful/Prohibited Users

    a   User agrees not to use any information contained in this site for unlawful or prohibited use. Prohibited uses are outlined but not limited to uses as described by this document.

3   Description of Service

    a   CONNECT is a portal for the Full Sail community that provides users with interactive tools such as but not limited to discussion boards, gallery, email, and polls as well as informative and entertaining content to help them communicate, network, and enhance their experience with the school.

4 Account Usage Obligations and Account Termination

    a   User agrees to provide truthful and complete account information at time of sign up.

    b   User agrees not to access the accounts of others for any purpose.

    c   User will notify Full Sail immediately of any known unauthorized account access.

    d   User agrees not to resell access to CONNECT services for any commercial purposes.

    e   Disciplinary actions up to and including suspension of access privileges and student expulsion may be taken for violations of Full Sail's Code of Conduct and Standards of Behavior while making use of CONNECT.

    f   Full Sail may terminate any CONNECT user account at its absolute discretion for any reason, including but not limited to violation of these terms. Full Sail reserves the right to delete or not delete any account.

5 Site Content Rights and Responsibilities

    a   The terms FULL SAIL, FULL SAIL UNIVERSITY, CONNECT, SHARE | CONNECT | KNOW, the Full Sail Logo and the CONNECT Logo are either registered service marks or service marks of Full Sail, Inc.

    b   Other product and company names mentioned in CONNECT may be the trademarks of their respective owners. The appearance of these marks does not necessarily indicate a formalized sponsorship or affiliation with these companies.

    c   Original content published in CONNECT that has been developed by Full Sail staff members is the exclusive property of Full Sail.

    d   CONNECT may provide a brief description of industry news stories with an outgoing link to the full story that may be of interest to users. Unless otherwise stated, the content in these descriptions is not the property of Full Sail and is only offered in an effort to give users an idea about the content they would be exposed to if they clicked on the outgoing link.

    e   Files, dat,a and messages submitted by users of CONNECT in sections such as the discussion boards, email, gallery, and résumés should abide by the school's Code of Conduct, Standards of Behavior, and Intellectual Property Policy as established in the Student Manual.

    f   User contributions deemed to be in violation of this agreement, local, state, or federal statutes or judged otherwise unacceptable may be moved, edited, or deleted at the sole discretion of CONNECT without notice or explanation.

    g   User may be exposed to community-contributed content that is offensive, indecent, or otherwise objectionable. While Full Sail will make every effort to provide a clean and friendly experience, no guarantee is made to this effect. Therefore, the user must evaluate and bear all risks associated with use of such content.

6 License of Content

    a   User may reproduce for his own personal, noncommercial use any and all content located on CONNECT.

    b   User retains ownership of posted comments, contributions to the discussions boards, gallery items, and other user-input-based areas of the site.

c Content submitted to the CONNECT Gallery may be selected to be displayed in the FullSail.com Student Gallery.

d Although gallery items selected for the FullSail.com Student Gallery may be edited for length or content, every effort will be made to preserve the original intent of the piece. Any concerns about the use of an item in the FullSail.com Student Gallery should be directed to *gallery@fullsail.com*.

7 Outgoing Links

a CONNECT may link to an external site over which Full Sail has no control. Full Sail is not responsible for the information contained in such sites, nor is it liable for any damages incurred from the use of these sites. User access of linked sites is at user's own risk.

b CONNECT terms of use and privacy policy apply only to CONNECT and not to linked sites.

8 Privacy Policy

a User understands that aggregated usage data not individually identifiable will be analyzed to track trends to improve site organization and content.

b User agrees that no personal information will be disclosed or sold to third parties without the user's consent and knowledge.

c Users may be contacted on a personal basis by Full Sail personnel via CONNECT and/or email.

d Personal information contained within the site is restricted to Full Sail officials and is distributed on a need-to-know basis.

e Should a user's personal information be compromised, Full Sail will endeavor to notify the user in a timely manner.

f Factors beyond Full Sail's control, including the actions of individuals illegally seeking to compromise site security, may result in disclosure of data. Full Sail does not guarantee nondisclosure of data due to these factors.

9 Photo Policy

a Photos and gallery items are subject to the same guidelines as the Handling of Unprofessional Posts: *https://orgsync.com/50038/files/252330/download*. Please consider the content before posting. Images and gallery items including audio and video files are deemed to be unprofessional or offensive must be removed and may be deleted without notice or explanation.

b You may not post content that violates Connect Discussion Board Guidelines or Terms of Use.

c The Student Gallery may only be used to publish student works. Images posted that are not categorized as Student Work (e.g., those that announce/illustrate the sale of an item) will be removed.

d Repeat violations may result in the revocation of image uploading and posting privileges.

10 Spam

    a   Spamming is considered an unprofessional use of Connect and communication within the site. Users are not to use the site to send mass messages, unsolicited commercial email, unsolicited bulk email, or junk email. If a user sends spam through the site, it may be necessary to disable his or her account for a limited or indefinite period, as stipulated in the Terms of Service, and the user may have to face disciplinary action.

11 Limitation of Liability

    a   Full Sail will not be held liable for damages arising from any errors, inaccuracies, or omissions in any content.

    b   User shall indemnify, defend, and hold harmless Full Sail and its employees from any and all claims, demands, damages, costs, and liabilities including reasonable attorneys' fees made by any third party due to or arising out of that user's acts or omissions, including claims arising out of that user's use of CONNECT; his or her submission, posting, or transmission of content; or his or her violation of the Terms of Use.

12 CONNECT Discussion Board Guidelines

    a   All users who post on the discussion boards are required to abide by the discussion board guidelines.

13 Entire Agreement

    a   This agreement comprises the entire agreement and supersedes any previous agreements.

You can also read the Terms of Service by searching the Connect site for the phrase "Terms of Service."

Email

Once you have created your Full Sail account, you can access your email by clicking on the Student Email link in the left-side navigational links on the Connect Community Home page. Alternatively, you can access your Full Sail email by going to this address: *http://mail.fullsail.edu*.

Your email address will consist of the username you selected when you registered for your Full Sail account: *username@fullsail.edu*

Frequently Asked Questions

Email

Q: **Are there any limitations on email accounts?**

Yes. There is a maximum of 10 GB of storage per account (this includes messages in your Inbox, Sent Messages, and Deleted Messages, as well as any other folders you may have created). Also, there is a maximum size of 25 MB per message (including the message plus any attachments).

You will be notified when you are approaching the maximum storage limit when you log into your email account. Once the storage limit is reached, the account will not receive any more messages unless you free up space by deleting messages. Don't forget to empty out your Sent Messages and Deleted Items folders as these messages also count toward the maximum 10 GB of storage.

Q: How do I empty my Deleted Items folder?

To empty the Deleted Items folder, right-click on it and select the option "Empty Deleted Items."

Q: What happens to my email if I leave before I graduate?

If you permanently leave Full Sail before you complete your program, your Full Sail student email account will be eliminated.

Q: Can I keep my email account after I graduate?

Yes. Your Full Sail email account is yours for life upon graduation. However, if your email account has not been accessed for 6 months, you will need to contact us to reclaim your account. Contact *emailissues@fullsail.com*.

Q: How do I access my email?

Once you have created your Full Sail account, you can access your email by clicking on the Student Email link in the left-side navigational links on the Connect Community Home page. Alternatively, you can access your Full Sail email by going to this address: *http://mail.fullsail.edu*.

Q: Can I access my fullsail.edu email through my mobile device?

Yes. As each mobile device has different settings, please refer to our tutorials for further instructions at this address: *https://fso.zendesk.com/forums/20516103-email-tutorials*.

Q: Can I forward my email automatically to another account?

Yes. Please refer to our tutorials for further instructions at this address: *https://fso.zendesk.com/forums/20516103-email-tutorials*.

Q: Who should I contact if I run into a bug in my email?

If you encounter bugs while using your FullSail.edu email account, please send a message to *emailissues@fullsail.com*.

Campus Degree Students: Schedules, Grades, and Attendance

Q: How do I check my Class Schedule?

In order to access your schedule, log into Connect and click on the link labeled View My Stuff on the right-hand rail of the Community Home page. Then, from the left rail of My Stuff, click on Schedule.

Q: How do I export my schedule to iCal or Outlook?

To export your schedule to Outlook (PC users):

1   Go to your Class Schedule page.

2   Click on the **Publish to iCal/Outlook** link.

3   You will be prompted to either Open or Save the file or Cancel the operation. Choose to **Save** the file.

4   Select the destination of the file to be saved.

5   Once the file has been saved, you will given the option to Open the file, Open the folder, or Close the window. Choose to **Close** the window.

6   Open your Outlook program.

7   Under the File menu, select the option **Import and Export…**

8   A window showing you several options will open. Select **Import an iCalendar or vCalendar file (.vcs)** and hit the **Next** button.

9   Locate the file you saved in step 4 and hit the **OK** button.

10   Wait a few moments. If you go to your Calendar in your Outlook program, you should be able to see the events from your schedule on it.

To export your schedule to iCal (Apple users):

1   Go to your Class Schedule page.

2   Click on the **Publish to iCal/Outlook** link.

3   The file with your schedule will be downloaded, and your iCal application will be started with the scheduled class events displayed on it.

Q: **How do I check my Grades & Attendance?**

In order to access your Grades & Attendance information, log into Connect and click on the link labeled View My Stuff on the right-hand rail of the Community Home page. Then, from the left rail of My Stuff, click on Grades or Attendance.

Q: **Are the grades and attendance current?**

Yes. Grades and attendance data displayed on this website reflect the information in Full Sail's internal databases with a delay of 24 hours or less. However, please bear in mind that grades and attendance may not be entered into the system for 1–2 weeks following an assignment, test, or class.

Q: **What do I do if my grades or attendance appears to be wrong?**

Remember that while grade and attendance data on this site is current to within 24 hours or less, data may not be entered into the system for 1–2 weeks following an assignment, test, or class. Therefore the most likely cause is that the information has not yet been entered into the system. However, if you feel certain that your information is incorrect, you may need to see a student advisor to correct the problem. An easy way to do this is to click on your Student Advisor organization from within Connect and select the form named Student Advisor Request Form.

Online Education: Other Questions

Q: **What should I do if I have questions about my personal information on the site?**

Issues with the way your name is spelled and other similar personal information should be addressed by Student Advisors. In order to contact a Student Advisor, click on your Student Advisor organization from within Connect and select the form named Student Advisor Request Form.

Q: **What do I do if I have problems registering for the site?**

If you are having trouble registering and are unable to confirm your personal information, you will need to see a Student Advisor to ensure that your student record correctly lists your personal information. Ask your Advisor to verify the DOB, SSN, and Status in your student record. Only currently active Full Sail students may register on this site, and you may only register once.

Q: What do I do if I have password problems?

If you cannot login because you have forgotten your username and/or password, you may reset your password and recover your username with the Account Recovery form. This process will change your password AND remind you of the username you chose. Just like the registration process, your student record must have correct information for this process to work.

Q: How do I report broken links and other technical problems?

To report broken links and other technical problems that you are unable to resolve using the above methods, use the Contact Us form on the Connect site.

Q: What is the Orientation Course?

The Online Education Orientation Course is a program designed to acclimate you to the world of online learning. The course will discuss the basics of online education and provide tips concerning the successful use of the system. The course will also examine how the Full Sail Online Education site works, how to utilize its tools to perform tasks, and how to troubleshoot basic problems.

Q: How can I take the Orientation Course?

To take the Orientation Course, go to My Courses located on the right sde of the Connect Community Home page and click on the Online Orientation course listed.

Note *You must take the Orientation Course within the first week of the start of the online class.*

Q: What happens if I fail the Orientation Course?

If you fail, you can take the Orientation Course again—simply follow the instructions contained in the FAQ "How can I take the Orientation Course?"

Q: Can I take all of my online classwork at one time?

You will not be able to condense all of your online learning into a brief period of time. The same 90 percent attendance rule enforced in classroom courses at Full Sail also applies to online courses. You must complete each assignment of the course within its given timeframe. By the same token, if you do not enter the Online Education System beginning with Week 1, and thus do not complete any of its assignments, you will fail the course for attendance.

Q: How is the attendance taken in the online courses?

For students in an online course, Full Sail does not take daily attendance. For details on how attendance is taken, refer to the definition of progress for online courses in the "Satisfactory Progress" section of this publication.

Q: If I miss an assignment, can I do makeup work?

No. There is no makeup work option available for online courses.

Q: Do online classes qualify toward Perfect Attendance?

Yes.

Q: Are there instructors available to help me?

Yes. You will have an instructor available to answer your questions as well as grade your discussion posts and assignments.

Q: Must I still pick up course materials at the Distribution Center?

Yes. The online courses use the same support materials as their classroom counterparts.

Q: How do I access the Online Education System?

To access the Online Education System, go to My Courses located on the right side of the Connect Community Home page and click on the Online Orientation course listed.

Q: What do I do when I log in for the Orientation Course?

Once you access the Online Education System, you will find a page that consists of three basic sections, "My Course Kit" being the top one. Under it you will see a link named "Student Orientation Program"—click on it. This will take you into the Orientation Course. Once inside the course, the next page will have two sections: "Course Dashboard" and "Learning Plan." Under "Learning Plan" are "Student Orientation Course" and "Assessment." Open both links. Under the Orientation Course you will see the "Course Material" link that will actually display the online lesson you need to take. After you complete the online lesson, click on "Assessment" to take the test.

Q: What if I need to leave before I finish a lesson? May I pick up where I left off or do I need to start over?

This depends on where you leave off in the lesson. If you are in the lecture portion of the lesson, you need to click the Exit button in order to bookmark your place. Use of the Exit button is especially important when you are finished with the lesson in order for the system to be aware that you have completed the section. Just closing out the browser or letting it time out will require you to start over from the beginning. If you are in the middle of answering questions in the form, you may attempt to save the text. However, we highly recommend that you create and save your answers in a Word document and copy and past them into the form. This way when you return you will have a back-up of your answer in the event you are unable to pick up where you left off.

Q: What happens if a time-out occurs when I try to submit my work?

If the system perceives inactivity, a time-out will occur. To ensure your work is preserved, we recommend first typing your answers in a word-processing program (such as Word, Notepad, etc.) and then copying and pasting them into the form rather than writing your responses directly into the form. This not only saves you the inconvenience of having to re-type the response should a time-out occur, but also provides a valuable back up in the event you need to re-submit your work or have it available for your instructor.

Q: How do I contact Online Education Technical Support?

If you have technical issues, for technical support:

Dial 1-877-4FSOFIX/1-877-437-6349, or

Send an email message to *fsosupport@fullsail.com*

Full Sail Online: The Online Student Portal

Online Education

Online Education is an education process wherein the users have remote access to learning as well as the ability to communicate electronically while having no need to access physical facilities. These unique features also give online education some distinct advantages, such as accessibility, interactivity, a rich learning experience, and easy access to resources.

What Is Full Sail Online?

Full Sail Online is the student portal where students conduct their online courses. It contains access to their instructors, classmates, and assignments. Members of the Full Sail community can use Full Sail Online to gain access to information and tools that allow them to virtually interact with each other. Access to Full Sail Online is provided thru Connect, the student community portal.

Your Full Sail Online Email

Besides giving you access to the Full Sail Online website, your username and password also allow you to check your new FullSail.edu email. The email account is in the following form:

username@fullsail.edu

You can access your email at *http://mail.fullsail.edu* or by clicking on the Student Email link from the Community Home page of Connect. This account provides 10 GB of message storage that includes calendar and contacts data. Other useful benefits include integrated Office tools. You can create, edit, save, and share Word, Excel, PowerPoint, and OneNote documents within your email program. It also includes 25 GB of extra storage space with the included Skydrive.

Full Sail Online Terms of Use

You can read the Terms of Service in the Resources/Files section of Connect.

Frequently Asked Questions

Grades

Q: **How do I check my grades?**

In order to access your grades information, log into Full Sail Online and click on the tab labeled "my stuff" at the top right. Once you see the "my stuff" menu, click on "grades" to view your grades information.

Q: Are grades current?

Yes, grades data displayed on this website reflect the information in Full Sail's internal databases, with a delay of 24 hours or less. However, please note that grades may not be entered into the system for one to two weeks following an activity.

Q: What do I do if my grades appear to be wrong?

The most likely cause is that the information has not yet been entered into the system. However, if you feel certain that your information is incorrect, you may need to contact a student advisor to correct the problem. An easy way to do this is to visit your Student Advisor organization located within the Connect site.

Other Questions

Q: What should I do if I have questions about my personal information on the site?

Issues with the way your name is spelled and other similar personal information should be addressed by Student Advisors.

Q: What to I do if I have problems registering for the site?

If you are having trouble registering, and are unable to confirm your personal information, you will need to contact FSO Support.

Q: What do I do if I have password problems?

If you cannot login because you have forgotten your username and/or password, you may reset your password and recover your username with the Account Recovery form. This process will change your password and remind you of the username you chose. Just like the registration process, your student record must have correct information for this process to work.

Q: How do I report broken links and other technical problems?

To report broken links and other technical problems (which you are unable to resolve using the above methods), use the Technical Support link located on the left rail of the Connect site.

Q: How do I contact a Student Advisor?

In order to contact a Student Advisor, visit your Student Advisor organization listed within the Connect site.

If you are unable to access the Connect site, send an e-mail with your inquiry to *OnlineStudentAdvisors@fullsail.com*.

Q: How do I contact Technical Support?

You can reach FSO Support via:

> Phone, toll-free: 877-4FSOFIX (877-437-6349) or
>
> Email: *FSOSupport@fullsail.com*.

Satisfactory Progress

Progress Records

The school permanently maintains progress records. Parents seeking access to this progress must have students sign an authorization to release records and may call the college for a verbal check on academic progress. Students may share their respective usernames and passwords to the Student Portal, thereby allowing parents access to their progress.

Students in disagreement with the school's record of grades or attendance must address this within seven (7) days of the posting of progress with the Course Director, who will make an evaluation. Appeals against the Course Director's decision are granted only if it can be shown to be incorrect or patently willful or negligent. An appeal against the Course Director's decision must be entered within seven (7) days of the posting of the grades.

For Campus Students

Grades and attendance for each course are posted on the student's personal page on the Full Sail Student Information site, My Stuff, which is accessible from the Connect Community Home page.

For Online Students

Full Sail University believes that students must actively participate within their online community to receive an authentic learning experience. Online students are subject to attendance monitoring and procedures that are regulated by the Education Administration team. Student attendance in online courses is defined as active participation in the course as described in the individual course syllabus. Online courses will, at a minimum, have weekly activities for student participation which can be documented by any or all of the following methods:

- Completion of quizzes and tests

- Submission and completion of assignments through Full Sail's learning management system

- Communication with instructor via iChat, email, phone, and/or approved social networks

- Participation in synchronous lecture and guest speaker sessions

- Collaboration work with student lab teams

- Research and development on artistic and creative projects

- Development and research on threaded capstone projects

- Development of multimedia assets for student project work

- Participation in graded weekly discussion forums

- Involvement in the academic learning community, which applies to their course participation grade

Students are expected to participate in the weekly activities which should be constructed in a way to foster critical thinking and academic research skills. If a student fails to maintain Satisfactory Progress, he or she will be contacted by a member of the Advising Team to discuss an action plan for improvement.

Student Transcripts

Transcript requests must be in writing from the student. Requests for transcripts will be processed within 14 days of receipt. Please note that there is a $5 fee for Official Transcripts; however, Unofficial Transcripts will be provided at no charge. Finally, upon graduation, each student will receive an Official Transcript at no charge.

For Campus Students

To request a transcript, students may either complete a Transcript Request Form in the Education Reception Area or submit a letter that includes his or her full name, date of birth, social security number, program of study, and signature. Transcripts will be available for pick-up by the student at the Education Reception desk unless instructed otherwise.

For Online Students

Grades for each course are posted in the student's My Stuff site, which is accessible from the Connect Community Home page.

Maintaining Satisfactory Progress

Bachelor degree students must successfully complete a course with a grade of D or above. Financial aid students who do not maintain satisfactory progress will not be able to receive federal and / or private aid funds until their progress is satisfactory.

To maintain academic progress for the purpose of Satisfactory Progress toward a degree, students must achieve an overall GPA of 1.0 by the first 25% of the program, 1.5 by the midpoint of the program, and a 2.0 by graduation. Failure to obtain these averages will result in the student being placed on Academic Probation.

Master degree students must successfully complete a course with a grade of C or above. Financial aid students who do not maintain satisfactory progress will not be able to receive federal and/or private aid funds until their progress is satisfactory.

To maintain academic progress for the purpose of Satisfactory Progress toward a degree, students must achieve an overall GPA of 2.0 by the first 25% of the program, 2.5 by the midpoint of the program, and a 3.0 by graduation. Failure to obtain these averages will result in the student being placed on Academic Probation.

Grade-Forgiveness Policy

Students are allowed Grade-Forgiveness for a maximum of one (1) per traditional academic year during a program of study at Full Sail. This translates to two (2) per Associate degree program, two (2) per completer program, four (4) per Bachelor's degree program, and two (2) per Master's degree program. In order to be eligible for Grade-Forgiveness, students must meet one of the following requirements:

1   Have failed the course for grade and/or attendance reasons and must have successfully repeated the failed course.

2   If enrolled in a Master's degree program, have received a final of 2.0 (C) or lower and/or failed for attendance reasons and must have successfully repeated the failed course.

A course that receives Grade-Forgiveness will not be included in a student's cumulative GPA calculation but will appear on their transcripts as a GF. To apply for Grade-Forgiveness, students should complete the necessary paperwork with a Student Advisor.

Academic Probation

Attendance is recorded daily for campus students. Grades are recorded on a periodic basis as the Course Director submits them. The students' progress is examined at the end of each class. A student failing multiple consecutive courses may be placed on Academic Probation. Students unable to maintain Satisfactory Progress will also be placed on Academic Probation.

Financial aid students who are on probation may not be able to receive federal or private financial aid disbursements for tuition or living expenses until they exit probation.

Students will be notified by a Student Advisor that they are being placed on Academic Probation. The probationary period will usually last three (3) months unless sufficient grounds warrant a longer period.

Expiration of Academic Probation

At the end of each course, the student on probation has his or her grades and attendance reviewed. Students will be removed from probation if grades and attendance warrant such action.

If at the end of probation a student's grades and attendance are not satisfactory, the student may be recommended for dismissal. Students will be contacted and given notice of this intent and then informed that they have 14 days to appeal. If no good reason is shown for the probation to be further extended or if probation will extend beyond a reasonable time limit, dismissal will be sought.

Definition of Progress

For students in online courses, Full Sail does not take daily attendance. Therefore, it is necessary to determine how progress is measured in an online course.

Students are scheduled into their courses at least one week in advance of the class start. If a student logs in to the course, even once, we will consider them active in the course and progressing.

If a student does not notify Full Sail of their intention to withdraw during an active course and fails to complete the course or progress to the next month's courses, the date of withdrawal will be determined as the last date of the course.

If a student chooses to withdraw during a course, the date of withdrawal will be determined as the date the student notifies Full Sail of their intent.

If Full Sail decides to terminate a student for conduct or academic reasons, the withdrawal date will be the date the decision to terminate is made.

Appeals

It is a fact of the education process that decisions need to be made, whether in regard to work done on a project or in the case of a disciplinary matter. In any such instance, if a student has a valid disagreement with a decision, he or she may take issue with it through an appeal, a grievance, or a complaint.

Appeals Procedure

Students may appeal decisions made by the school under its policies and procedures. A request for appeal must be submitted in writing by the student. The letter should be addressed to the Director of Student Advising and may be mailed or delivered to the Education Department Receptionist. In this letter, students should state the decision being appealed, the circumstances of the appeal, and the action requested. An appeal must be made within 14 days of the initial decision. Failure to do so will result in acceptance of the initial decision.

Appeals Hearing

If warranted by the appeal request, the Director of Student Advising will call a hearing of an Appeals Committee, which will include at least five senior staff members, including the Program Director for a given student's particular program of study. A decision will be made at the conclusion of the hearing, and the student will be notified of said decision in writing.

Students may request to be present at the meeting of the Appeals Committee.

Student Complaint/Grievance Procedure

Students are encouraged to discuss academic progress, career goals, suggestions, and/or concerns with Full Sail staff members and/or administrators. Appointments with a Student Advisor, the Director of Student Affairs, and/or any other staff member may be scheduled. In the event of a concern, grievance, or complaint that is not satisfactorily addressed in a meeting with the appropriate staff/faculty member, a student may acquire a complaint form from a Student Advisor and submit in writing the concern to the Director of Student Affairs. The Director of Student Affairs will review each complaint with all appropriate staff members and provide a written response to the student within 15 days of receiving the grievance.

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that Full Sail has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form, with permission by the complainant(s) for the Commission to forward a copy of the complaint to the college for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools and Colleges

2101 Wilson Blvd., Suite 302
Arlington, VA 22201
(703) 247-4212
www.accsc.org

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting Debbie Mills, Director of Student Affairs.

Changes in Student Status

Because Full Sail is the home of real world education, we realize that sometimes real-world issues may arise in the life of a student. A change in the progress of your training—whether a program transfer/rollover, leave of absence, or withdrawal—can be a large and daunting step to take. Fortunately, Full Sail has the procedures in place—and more importantly, the people—to help make your transition as easy as possible. And in the event that you want to come back at a later date, we'll be here to assist in your re-entry to the Full Sail family.

Interruption of Training/Leave of Absence

Standard term "semester" students are not eligible to apply for a Leave of Absence. They are eligible to apply for an Interruption of Training.

Interruption of Training (for students under "Semesters" as indicated on Enrollment Agreement)

In extenuating circumstances, students may apply for an Interruption of Training (IOT) for 90 days per Academic Year (2 Semesters). Students are required to complete the request form with a Student Advisor, which must include the following information: specific reason for the IOT, date IOT starts (must be equal to first scheduled class day missed), and date of return to classes (cannot exceed 90 days in an Academic Year).

It is recommended that financial aid recipients considering an Interruption of Training consult their Financial Aid Administrator about the probable effect it will have on projected grant and loan disbursements. While on IOT, students will not receive financial aid disbursements for either tuition payment or living expense stipends.

Current financial aid funding may change, and future financial aid eligibility may be delayed and changed by the length of time the student is on a leave. A student may be required to complete additional financial aid application forms based on the timing of their IOT within the financial aid period.

Only students who maintain satisfactory progress with a GPA of 1.0 or higher will be granted an IOT. Students not communicating and/or not returning to school at the scheduled end of an official IOT will be dismissed.

Return from Interruption of Training

Students must contact a Student Advisor at least 2 weeks prior to returning from their IOT to confirm their return. A Return from IOT form will be initiated by the Student Advisor, and the student must be cleared by all departments before a schedule to return to classes is generated. Students returning from IOT should confirm clearance to return with their Student Advisor the week prior to start of new classes. Schedules may be accessed through the My Stuff site or from a Student Advisor.

Leave of Absence (for students under "Enrollment Periods" as indicated on Enrollment Agreement)

Students under "Enrollment Periods" as indicated on the Enrollment Agreement are not eligible for an Interruption of Training. They are eligible for a Leave of Absence.

In extenuating circumstances, students may be permitted to interrupt their training with a Leave of Absence (LOA) of up to 90 days. Students are required to submit a written request for such leave to the Student Advisor. Request forms are available from the Student Advisor and must include the following information: specific

reason for the LOA, date LOA starts (must be equal to first scheduled class day missed), and date of return to classes (cannot exceed 90 days). Only one such Leave of Absence may be granted during a twelve-month period. LOAs must be for a minimum of 30 days unless mitigating circumstances warrant 2 weeks.

It is recommended that financial aid recipients considering a Leave of Absence consult their Financial Aid Administrator about the probable effect such leave will have on projected grant and loan disbursements. While on LOA, students will not receive financial aid disbursements for either tuition payment or living expense stipends. Current financial aid funding may change, and future financial aid eligibility may be delayed and changed by the length of time the student is on a leave. A student may be required to complete additional financial aid application forms based on the timing of their LOA within the financial aid period.

Only students who maintain satisfactory progress will be granted a Leave of Absence. Students not communicating and/or not returning to school at the scheduled end of an official LOA will be dismissed.

Return from Leave of Absence

Students must contact a Student Advisor at least 2 weeks prior to returning from their LOA to confirm their return. A *Return from LOA* form will be initiated by the Student Advisor, and the student must be cleared by all departments before a schedule to return to classes is generated. Students returning from LOA should confirm clearance to return with their Student Advisor the week prior to start of new classes. Schedules may be accessed through the My Stuff site or from a Student Advisor.

Withdrawal

Students may withdraw from Full Sail if they choose to terminate their enrollment. If more than 90 days of leave is needed, students must officially withdraw from Full Sail and then re-enter at a later date. To withdraw, a student must meet with a Student Advisor to sign a Withdrawal Contract. A forwarding address is required. Dismissed or terminated students will be withdrawn by Full Sail Administration. Once a student is withdrawn, the *Full Sail Refund Calculation* and the *Return to Title IV Refund Calculation* will determine the amount of tuition and institutional fees required for the current enrollment period, and any applicable return of funds will be completed. Withdrawal calculations are performed within 30 days of the withdrawal date. Financial aid funds returned to specific grant or loan programs at the time of withdrawal may or may not be reissued if a student re-enters Full Sail.

Suspension or Dismissal

The following are infractions considered grounds for suspension or dismissal:

- Habitually disruptive behavior, such as would normally allow the student to be dismissed from class.
- Harassment or antisocial behavior that is of a disruptive and serious nature.
- Failure to meet academic and attendance requirements while on probation.
- All criminal activity, such as theft, drug use or involvement, or other criminal behavior. A student suspected of criminal behavior could be suspended or dismissed pending the outcome of an investigation. This activity does not have to take place on Full Sail property or during student's scheduled hours.

- Academic dishonesty.

- Failure to pay any amount due to the school for fees, materials, or other charges.

- Any other breach of the Full Sail Code of Conduct, as outlined earlier in this manual.

Re-entry

Students wishing to re-enter school must contact their Student Advisor. Re-entry will depend on the academic progress made by the student in his or her previous enrollment at the university. A student who was dismissed or administratively withdrawn by the university may not be eligible for re-entry, depending on the severity of the situation surrounding the withdrawal. To re-enter, a *Change of Enrollment (COE)* will be initiated by the Student Advisor and/or COE Assessment Team Member, and the student must be cleared by all departments before a schedule to return to classes is generated. Re-entry requests must be initiated by the student. Family members may not request a *Change of Enrollment (COE)* on the student's behalf. Any balance of tuition must be paid prior to re-entry.

If withdrawn for more than one year, reentering students will be charged the currently applicable tuition price and will be responsible for any increased amounts. Students may receive credit only for the common classes that were passed prior to their withdrawal.

Typically, the re-entry process may require students to make appointments with several different departments; therefore, no less than a 30-day notice is required for a standard re-entry. If a student withdraws with plans to immediately re-enter (for example, due to an IOT for more than 90 days), 60 days notice prior to the intended start date is required.

Program Changes

Full Sail policy allows a currently attending student to change degree programs on a case-by-case basis.

Seats must be available in the new program, and seats in classes are not guaranteed. Program changes can only occur at the end of a student's semester. Students' entry into the new degree program may be delayed for an undetermined period of time until a seat opens. Unless already a graduate, this may mean that a student must take an *Interruption of Training/Leave of Absence* or *withdraw* until a schedule is available.

Students must be in *satisfactory progress* in order to be eligible for financial aid when a change in degree program is requested.

Required tuition and institutional fees are different for each degree program, and new charges may be higher or lower based on the change requested. Students may receive credit only for the common classes that were passed in their prior enrollment.

Actively attending students should speak to their Student Advisor before considering a change in degree program. To change degree programs, a *Change of Enrollment (COE)* will be initiated by the Student Advisor and/or COE Assessment Team Member, and the student must be cleared by all departments and meet any outstanding financial obligations before a COE is generated. Students may be required to make appointments with several different departments; therefore, no less than 4 weeks is required to complete this process. An *Interruption of Training/Leave of Absence* may be required while the COE is completed.

Change of Enrollment (COE)

Each student attempting to re-enter after withdrawal or make a program change receives individualized attention. The steps to complete a Change of Enrollment (COE) and be cleared by all departments are as follows:

1 Student informs a Student Advisor and/or COE Assessment Team Member of the intention to Re-Enter or Program Change as soon as possible and initiates the COE.

2 Student updates current contact information with the Student Advisor, including local mailing address, telephone number, and email address.

3 If the student believes that previous college transcripts should be considered before a schedule is created for the new program, he or she must request a *Transcript Review* from the Education Department. Requests can be initiated by completing a *Transcript Request Form*, available from the Education Receptionist. Reviews usually take up to 14 days. If previous college transcripts have not already been provided to Full Sail as part of the Admissions process, the student is responsible for obtaining them from their former institution before a review can be requested.

4 The COE Assessment Team processes COEs for all students regardless of whether or not the student is a financial aid recipient.

5 It is the student's responsibility to ensure that all steps are completed by designated deadlines and that the COE has been approved through all departments in order to begin classes on the requested start date.

6 The availability of seats within specific courses is checked by the Education COE Specialist and a tentative schedule is created. Students must notify the COE Assessment Team Member when a Transcript Review has been requested.

7 The COE Administrator determines any tuition and institutional fee changes as well as any outstanding charges for retaken coursework or miscellaneous fees.

8 The student signs a new Enrollment Agreement and other enrollment documents in order to complete the COE request.

9 Financial Aid creates a revised *Estimated Award Letter* with changes, award increases or decreases in the student's financial aid package or cash payment schedule. Approximately three weeks before the projected start date, the student will be contacted by the COE Department to review additional requirements and/or adjustments to the financial aid package.

10 Any required paperwork necessary to complete the COE process must be returned by given deadlines in order to complete the COE request.

11 If it is determined that the student has an outstanding cash balance, he or she must meet with the Business Office to make payment arrangements in order to complete the COE request.

12 If the student already owns an Apple Launchbox, software requirements for a new degree program may differ and a software purchase may be required. To "opt out" of the Apple Launchbox program, the student must own a computer with equal or higher qualifications; a separate software purchase may still be required. Contact the COE Administrator for instructions on how to "opt out." If eligible, students may use financial aid funds to pay for charges related to an Apple Launchbox; otherwise, a cash payment will be required before software or hardware is issued.

13 Once the COE Administrator determines that all requirements have been met, the COE will be sent to Education to enroll the student in the new program.

14 Financial aid disbursements (for tuition charges or living expense stipends) may not be issued until approximately 30–45 days after the student begins the new coursework.

Library

Full Sail's Library offers students a wealth of materials, both for academic and entertainment purposes. Campus-based students have access to the physical Library and the vast array of books, DVDs, and other materials. Any student is eligible for a library card; once you have yours, you'll have access to check out books, videos, computers, the Internet, and so much more. Whether you're there for research or recreation, the Library will most likely have what you're looking for. Online students have access to the same materials and can find information on this on the Library organization within Connect (*connect.fullsail.edu*).

Location and Services

All students are encouraged to use Full Sail's Library. Located on the main campus in Building 3E, the Library stocks books, periodicals, videos, DVDs, and CD-ROMs on a wide variety of academic and popular topics. Audio/visual stations and email access are also available. Computers are available with word-processing software and Internet access for email and research.

Online Resources

The Library offers many online resources for student reference and research. These resources include databases such as EBSCOhost, CALI, Science Full Text Select, Oxford Music Online, LIRN, Web Gallery of Art, and many more. These databases can be accessed at the Library or through Connect, the student community portal.

Circulation Policy

All currently enrolled students may obtain a library card. Simply bring your student ID to the reference desk and fill out an application. You can pick up your card the following business day.

Online students can request the checkout of library materials or initiate an interlibrary loan. Details can be found in the Library section of Connect.

Loans and Return Drop Box

Students who are currently enrolled may check out books for two (2) weeks at a time; videos and DVDs may be checked out for three (3) days. Up to two (2) items may be checked out at one time. We do not lend reference materials or magazines for use outside the Library; however, we have a copier you can use for 5 cents a page.

The Library has a book return drop box, located in front of the Library, that students can use for after-hour returns. The drop box can be used at any time to return library materials. This box is checked every weekday morning at 7 a.m., so if an item is due the day it is placed in the box (after 7 a.m.), it will be considered returned late.

Overdue Items and Fines

The date written on the due-date tab is notice of when the item should be returned. The library does not send a notice until after the item is overdue. Students may pay fines at the reference desk by cash. The fine for overdue books is $0.25 per day; the fine for videos and DVDs is $1.00 per day. Transcripts and diplomas are not issued to students until all items are returned and any outstanding fines are paid.

Renewals

Books can be renewed before their due date one time by bringing the item to the reference desk. We do not renew books over the phone or if the student does not have the item with them. Videos and DVDs cannot be renewed.

Losses and Replacements

If you lose a library item checked out to you, please report it immediately and make arrangements to either pay for the item or replace it yourself. If you choose to replace the item yourself but it is no longer available for purchase, the library will accept a donation of an appropriate, up-to-date replacement containing similar subject matter.

Recalls

A library item may be recalled from you if an instructor needs it for reserve. This is a very rare occurrence, and your cooperation in returning the item in a timely manner is appreciated. Your name will be placed on the reserve list for that item, and you will be the next person to receive it after the instructor is finished with it.

Distribution Center

Full Sail's Bookstore, located in Full Sail Building 4E, provides to students most of the textbooks and supplementary supplies required by instructors.

Textbook Distribution

Textbooks are distributed to Campus students occurs every month during the regular distribution period, which begins the last Thursday of any given class month and ends two weeks after classes start (a total of 12 weekdays). Students are urged to pick up their materials during this period.

Distribution takes place from 9:00 a.m. to 5:00 p.m.; this schedule is expanded from 8:30 a.m. to 5:30 p.m. during the first three days of class. Students should check their class schedule before going to the Bookstore to pick up their textbooks; class information, along with a Full Sail identification badge, is required for class material pick-up.

Not all courses will require physical books. Please check the course syllabus through Connect for the books or supplies you are to receive. Courses that utilize only electronic books will not require the student to visit the Distribution Center to pick up materials.

Electronic books (e-books) will be emailed to the student's *fullsail.edu* address prior to the class start date.

Distribution Center hours and details are located on Connect under the Materials Organization section.

Requesting a Book after Textbook Distribution

Students picking up class materials after the regular distribution period will be required to fill out and submit a Copy Requisition form. Requisitions will be processed within 72 business hours of submission.

If the student receives no notification within the 72-hour period, he or she should return to the Bookstore to check the status of the request.

The Distribution Center will hold class materials for up to two weeks; after that period, any unclaimed material will be returned to inventory.

Students may only request books and course manuals for the current month's and previous month's classes. Beyond this, materials will not be available for late pick-up.

Online Degree Student Distribution

Current online degree students will receive their textbooks prior to the first day of class. Materials will be sent to the current physical address on file with Full Sail or emailed to their Full Sail email account if materials are in digital format. Students will also receive a notification email from Full Sail or Full Sail's book distributor once their books have been shipped or are available for download.

Students are required to keep their physical shipping address up to date at all times. Students can check Connect under the Materials organization pages area to find out when the change of address deadline is for each month's shipments for current students. Full Sail cannot utilize a PO Box address for any shipments.

Students in locations outside the continental United States may be subject to import taxes, customs duties, and fees levied by the destination country. The student will be responsible for paying for these charges directly in order to retrieve the materials from customs. Customs policies vary widely from country to country; you should contact your local customs office for further information. For additional information on importing regulations, duties, and taxes, please contact the package carrier company within your country.

All package shipments, including reshipment or redirection to a location outside the continental United States, may be subject to additional fees from Full Sail.

Additional information about online student distribution can be found in the Materials organization of the Connect site.

Textbook Distribution

Textbooks and course materials are mailed to students every month prior to the start of the new class. To ensure proper delivery a correct mailing address must be kept on file with Full Sail. Any changes in mailing address must be reported using the change-of-address form found on the Materials organization page of Connect.

Not all courses will require physical books. Please check the course syllabus for the books or supplies you are to receive for your current course. Students in courses that utilize only e-books will receive emails about the download at their *fullsail.edu* email account.

Handling Issues with Book Delivery

In the event a student does not receive a textbook prior to the start of the new class, FSO Support should be contacted immediately. If a package shipment is missed, students can request that the package be reshipped or redirected by filling out the redirect/reship form located on Connect under the Materials organization section. A fee and/or GPS-point deduction may be applied for shipments that require redirection or reshipment.

If a book package has already been delivered, additional approval may be required for a new shipment. Please contact FSO Support for assistance.

Damaged or defective shipments should be reported within 7 days of receiving the book or course items. Students will need to reach out to FSO Support and provide the necessary information and photos to have the book or course items replaced.

Project LaunchBox Policy

Full Sail University obtains shipments of prepackaged MacBook Pros directly from Apple distribution with Project LaunchBox. Full Sail inserts the necessary software into the box, reseals the package, and provides the materials to the student from Full Sail campus (whether shipped or picked up at our on-campus facility). We do not take the laptop out of the box or otherwise handle it.

Please report external damage to the packaging immediately to FSO Support. Reports submitted after 14 days of the delivery date will be reviewed on a case-by-case basis for resolution.

Upon receiving the laptop and materials, the student should:

1 Open the box.

2 Verify all physical components listed on the packing list are included in the shipment. Any downloadable items will be listed in the Additional Information section. These items will be emailed to the student.

3 Notify FSO Support immediately if anything is missing from the shipment. If you do not notify us of missing items within two weeks of receiving your laptop shipment, you will be responsible for obtaining the software in question.

4 Unpack the laptop and commence the set-up process as indicated on the Online Start-Up Guide.

5 Any software that you open, download, or is no longer in its original wrapped or sealed packaging cannot be returned for refund.

6 A downloadable code distributed through email to students cannot be returned for refund.

Laptop Functionality

If the student notices the laptop is operating or functioning in an odd, strange, or otherwise questionable manner, they must contact FSO Support immediately to report the issue and obtain a ticket number. AND it is also encouraged that the student contacts Apple Support immediately to report the issue and get a ticket from Apple (or take the laptop into a local Apple store to ensure that the laptop is functioning as it should). FSO Support does not directly handle hardware-related issues and will always refer the student to Apple in these cases, as their expertise and ability to diagnose the laptop are paramount in such cases. Each Full-Sail-issued Project LaunchBox MacBook Pro comes with a three-year AppleCare Protection Plan.

THE FIRST 30 DAYS from the date you receive your laptop:

If it is determined and confirmed that your laptop is inoperable or operating at anything less than "right out of the box" Apple-certified condition, contact FSO Support immediately to report the issue and obtain a ticket number. Students are also encouraged to contact Apple Support immediately to report the issue and get a ticket from Apple (or take the laptop into a local Apple store to ensure that the laptop is functioning as it should). If the laptop is deemed defective by Apple, Full Sail will provide a new Project LaunchBox MacBook Pro.

AFTER THE FIRST 30 DAYS from the date you receive your laptop:

You must contact Apple directly for assistance with any hardware or operating system assistance. If your computer stops working or otherwise has any faulty functionality you must utilize your AppleCare Protection Plan as detailed below and here: *http://www.apple.com/support/products/proplan.html*

Here are some highlights of what your three-year AppleCare Protection Plan covers and includes:

1. Three years of security from the computer's purchase date.

2. Telephone technical support through Apple Support.

3. Service coverage at an Apple-authorized repair center.

4. Inclusive of Mac operating system, hardware, iLife, and iWork.

5. Covers your Mac, AirPort Extreme Card, Airport Express or AirPort Extreme Base Station, Time Capsule, MacBook Air SuperDrive, and Apple RAM used with your Mac.

6. The AppleCare Protection Plan ensures that Apple-authorized technicians will perform repairs using genuine Apple parts. With this plan, parts and labor will be covered for three years from your computer's purchase date. The plan includes onsite service for desktop computers and global repair coverage, which can be very important if you travel abroad.

Note the Terms and Conditions for specific details here:

http://www.apple.com/legal/applecare/appgeos.html

http://www.apple.com/support/products/proplan.html

Full Sail and Apple are not responsible for and do not cover: theft, water damage, dropped equipment, or other damage that is determined, after proper diagnosis, to be the fault of the owner.

We highly recommend that each student insure their laptop from theft and other issues not covered by the AppleCare Protection Plan. You can purchase a rider to your renter's or homeowner's policy that will cover your laptop, or you can purchase specific laptop insurance. There are many vendors who provide this service. Full Sail cannot make any particular recommendation for insurance but suggests that you research several options

and select the one that best fits your needs. A Google search of "laptop insurance for students" will provide several options.

Software

The Project LaunchBox bundle includes degree-specific sets of pro-level applications. The software will be provided to the student as a physical or downloadable version at a predesignated time during the degree program.

THE FIRST 30 DAYS from the date you receive your software:

If the student is unable to install a software item by following included manufacturer directions or notices the software functioning in an odd, strange, or otherwise questionable manner, the student must contact FSO Support immediately to report the issue and obtain a ticket number. FSO Support does not directly handle all software-related issues and may refer the student to the manufacturer in these cases.

AFTER THE FIRST 30 DAYS from the date you receive your software:

Contact FSO Support for technical assistance. Requests for replacements will be reviewed on a case-by-case basis. Students may be required to replace the software on their own or utilize the manufacturer's warranty for assistance.

Additional Hardware (Technology Package)

Some degrees include additional hardware or technology packages in the Project LaunchBox bundle for educational requirements. These packages are shipped at a predesignated time during the degree program.

THE FIRST 30 DAYS from the date you receive your additional hardware:

If it is determined and confirmed by the manufacturer that your hardware is inoperable or operating at anything less than "right out of the box" condition, submit a request to FSO Support for replacement along with proper documentation of the concern.

AFTER THE FIRST 30 DAYS from the date you receive your software or hardware:

Requests will be reviewed on a case-by-case basis. Students may be required to replace the hardware on their own or utilize the manufacturer's warranty for repairs.

Lost/Stolen Items

Missing shipments and packages that have not arrived to their destination location must be reported to FSO Support within 7 days of the expected arrival date. Students are encouraged to track their shipments with the provided tracking emails and other important shipment information sent to their *fullsail.edu* email accounts.

Stolen Project LaunchBox components will require that a police report be submitted to the Student Advisor. Replacement requests will be reviewed on an individual basis for resolution. Students should be financially prepared to replace the stolen items.

Full Sail is not responsible for and does not cover: theft, water damage, dropped equipment, or other damage that is determined, after proper diagnosis, to be the fault of the owner.

Lost or stolen items—including books, software, or hardware—will be the responsibility of the student to replace.

Student Services

While Full Sail enjoys the reputation as a state-of-the-art entertainment media business educational facility, other elements play a role just as important in maximizing and enriching your educational experience in preparation for the real world.

Full Sail Website

Full Sail has an award-winning website (*http://www.fullsail.edu*) on which information regarding the Full Sail organization, facilities, enrollment, classes offered, and plans for the future may be found. In addition, a gallery of projects is featured on the site.

Student Portal

Campus and Online Students

Connect (*connect.fullsail.edu*) is the Full Sail student portal; members of the Full Sail community can use Connect to gain access to information and tools that allow them to virtually interact with each other.

Connect is composed of:

1   Connect Community—Announcements, Articles, News, Links, program-related content, Full Sail Community Calendar, and Technical Support

2   My Stuff (campus atudents): Grades, Attendance, Schedule, Course Descriptions, GPS Numbers, Network Access, Emergency Notification System

3   My Stuff (online students): Grades, GPS Numbers, Emergency Notification System

4   My Courses: Full Sail Online class courses

Connect also offers access to your most frequently used resources such as Student Email and the Library. In addition, you'll find industry-, campus-, and program-specific news as well as useful information about campus departments and student organizations. You'll also find discounts from vendors of industry-related gear and software.

How to Access Connect

Once your enrollment process has been completed, you will be directed to the registration portal to create your Full Sail account. You will be able to create a username that will be used to access all Full Sail accounts. The same username will be used as part of your Full Sail email address (example: Username@FullSail.edu), so it is important to choose a name that will look professional on a résumé or any communications with industry contacts.

Once your account has been created, you will be directed to Connect, powered by OrgSync at *connect.fullsail.edu*. Use your Full Sail email address to login to this site.

Online Degree Students

Full Sail Online (*http://portal.online.fullsail.edu*) is the Full Sail student portal for online students. Access to Full Sail Online is provided thru Connect, the student community portal.

Open Labs

Students may use Full Sail computer facilities during scheduled Open Labs to work on assignments beyond their class/lab time. These Open Labs are overseen by a lab monitor. Monitors do not provide formal instruction; they simply oversee the lab. Schedules for Open Labs are posted on the doors of the labs or on the Full Sail student portal (*connect.fullsail.edu*). Open Lab schedules are subject to change without notice based on availability of equipment and the need to accommodate regular or rescheduled lab classes. Seats in Open Labs are available on a first-come, first-served basis.

Employment at Full Sail

Full Sail participates in the Federal Work Study program for students. Before eligibility can be determined, students must fill out the Free Application for Federal Student Aid (even those who do not wish to receive student loans). While most jobs are on Full Sail's Winter Park campus, other jobs may be obtained from employers in the student's field of interest. The FAFSA application can be obtained from the Financial Aid Department or online at *www.fafsa.ed.gov*. FAQs and other information about Federal Work Study are available on Connect.

Students attending Full Sail at our Winter Park campus who do not qualify for Work Study but wish to seek other employment at Full Sail should contact the Human Resources department or the Student Rep department for further information.

Career Development

Gaining entrance into the entertainment-media industry, as in many other areas of employment, is a challenging affair. With this in mind, every effort is made to give students as much preparation as possible.

Full Sail's Career Development Department oversees:

- A curriculum designed to prepare students for the job pursuit, including instruction about writing resumes and preparing for interviews
- A regularly updated record of potential employers in the entertainment industry
- Personalized career advice
- A well-organized public relations effort directed toward employers to keep them aware of Full Sail's programs, graduates, and their successes

Following graduation from Full Sail and throughout their careers, alumni may utilize the placement-assistance program. Those desiring placement assistance must register their requests with the Career Development Department. Only graduates from Full Sail's Degree Programs are eligible for placement services. Placement assistance may be suspended in the event that a student's financial commitments are delinquent or in default. Completion of individual courses does not qualify students for placement assistance.

Full Sail makes a reasonable effort to satisfy the wishes of graduates as to location and type of employment. Flexibility is desirable in these areas as it enhances placement efforts. To increase the probability of successful job placement, students should be willing to relocate for specific types of employment.

If specific, employment-related information beyond the scope of the Career Development Department is requested, every effort will be made to supply names, addresses, and telephone numbers of other resources that may be able to further assist students.

Full Sail educates students about the process of successfully marketing themselves in the entertainment industry. The Career Development Department is frequently approached by entertainment-media facilities seeking the services of graduates. Graduates who meet the qualifications set forth by the employers will be considered. Even though Full Sail makes a reasonable effort to assist each graduate in seeking employment, this in no way constitutes a promise or guarantee of employment.

Once students have begun the core curriculum in their degree program (usually in their third or fourth month), they may begin visiting the Career Development Department on Open Door Days. These take place every Wednesday from 11:00 a.m. until 2:00 p.m., and no appointment is necessary.

Three months prior to their graduation date, students may begin making individual appointments with their assigned Placement Advisor.

Student Advising

Students are encouraged to contact a Student Advisor if they have questions about scheduling, academic progress, school policies, or concerns about themselves and/or their abilities. The online Student Advisor is available to communicate by phone with students one-on-one during regular office hours (Monday through Friday 8:30 a.m. EST until 5:30 p.m. EST). In addition, Student Advisors review students' academic progress and refer to other staff members or specialists if appropriate. Their approach is proactive and, whenever appropriate, Student Advisors not only refer students to the appropriate staff/faculty member, but they also communicate with fellow staff members in an effort to speed the process for the student by eliminating redundancy. The reason for each communication and its outcome are recorded.

Financial Aid

Financial Aid services at Full Sail are available to potential students, actively attending students, and graduates. This office provides information and support on all aspects of the financial aid process, beginning with a student's initial request for financial aid information and continuing through the final repayment of educational loan obligations. Financial Aid staff members are available to actively attending students four times a week during regular business hours.

Students can obtain most Financial Aid information via the web or mail, including the Free Application for Federal Student Aid as well as the Department of Education's Student Manual.

Students are provided the opportunity at any time during their enrollment at Full Sail to interface with a Financial Aid representative by appointment. Among the personalized services offered by the department is that of performing need-analysis calculations and producing Estimated Award Letters. Students using Financial Aid as part of their tuition funding receive detailed information on their rights and responsibilities with respect to student loans and repayment, both one-on-one with Financial Aid staff members and as part of their entrance and exit interviews. Financial Aid records are maintained electronically and in student files.

Full Sail's Financial Aid Department follows up with students periodically to ensure that they receive information in a timely manner, including their application for each academic year's funds if applicable and advice about their loan obligations.

On-Campus Access for Online Students

Rules for online students visiting our Full Sail University campus:

If you're an online student who lives locally or is visiting the Orlando area, you can enjoy certain on-campus benefits.

All students are required to have a proper Full Sail ID in order to take part in any campus activity. Entry to the buildings on Full Sail's campus is restricted, so you will need an ID to access any campus event. Scroll down to find out how to get your ID.

Guest Speakers and Events

Online students are free to attend guest speaker events that are open to the entire campus or open to their specific degree program. You can find out about on-campus guest speakers and open events in the Calendar section of Connect.

Open Labs

If your program hosts open labs on campus, you may attend these sessions, always abiding by the policies of the Open Lab as set by your specific program. To find out about these opportunities, contact your Program Director or Course Director.

Other On-Campus Appointments

Additionally, you may set up other on-campus appointments for face-to-face meetings with anyone on campus by contacting that person directly and setting up a time and date to meet.

On-Campus Restrictions

Online students will not be granted access to courses, labs, or office hours that have specifically been set for on-campus students. As a general rule, you should always contact the appropriate person before coming to campus to ensure that you will be granted access to your desired event or activity.

How to Obtain Your Full Sail ID

Campus Students

A Full Sail identification badge is required at all time while on campus. If you did not obtain your Full Sail ID during registration, you must go to the Business Office located in Building 130, Suite 150 (407-215-9525) and pay the $10 fee for the ID. The Business Office will then provide you with a receipt. Take this receipt to the Security Department to be issued your ID badge. If you have any questions, contact the Security Office by email or call 407-679-0100, ext. 8800. Both departments have office hours from 8:30 a.m. to 5:30 p.m., Monday through Friday.

Online Students

Online students may purchase a Full Sail ID, which will be mailed to you once payment has been received. Complete instructions are available in the Security organization within Connect.

Internships

Internships at Full Sail may be applied for through the Placement Department. Paid and unpaid (for credit) intern positions are available upon graduation from Full Sail.

Student Access to Credit Union

As a student, you are entitled to be a member of the Central Florida Educators' Federal Credit Union. Inquiries can be addressed to CFEFCU, 1200 Weber Street, Orlando, FL 32802. The phone number is (407) 896-9411, and the fax number is (407) 894-6412. You may also obtain information at their website (*http://www.cfefcu.org*).

Additional Services for Students with Disabilities

Accommodations

The following resources, accommodations, and alternative arrangements are available and offered by Full Sail to all students requesting additional academic assistance who have disclosed and provided medical documentation for physical or mental impairments, learning challenges, or other hidden disabilities:

- The ability to tape record the audio portion of any lecture or lab

- The ability to request seating in the front of the room

- Tutors provided free of charge to the student (peer tutors are provided through the Federal Work Study program and are available on a limited basis)

- The ability to take Student Success Seminars free of charge

- The ability to take all tests with a Student Success Specialist. When taking tests with the Student Success Specialist, students may:

    Have tests read orally by a test administrator

    Ask administrator to reword a question for clarity

    Have additional time for completing a test

    Take a test in a quiet room

- The ability to receive hard copies of the PowerPoint or Keynote slides for all classes (appropriate learning disability documentation must be provided)

Students may obtain information about the listed services from a Student Success Specialist in the Education Department during regular office hours, Monday through Friday, 8:30 a.m. to 5:30 p.m.

Student Success Services

The Student Success Seminars, unique to Full Sail, are offered as a service to degree-program students. This optional series in human performance enhancement is not remedial but has been designed specifically to help students perform well within Full Sail's compressed degree programs. The Student Success Seminars are designed to help students acquire tools for building competency, self esteem, and self-management. Topics covered include the brain and the learning process, redefining intelligence, managing moods and stress, emotional intelligence, choosing a healthy lifestyle, and mental and emotional health. These seminars are offered on campus and as Wimba sessions for online students.

There is no fee for these seminars, and they may be prescribed by the Director of Student Advising when warranted by lower-than-expected academic achievement.

Students who successfully complete five (5) Student Success Seminars receive ten (10) points that they may apply at graduation to any course they successfully complete. These points may not be separated, nor can they be applied to test-out scores. Likewise, they cannot be used to change a failing grade into a passing one.

Disability Grievance/Complaint Procedures

Full Sail has adopted an internal grievance procedure for prompt and equitable resolution of complaints that allege any actions prohibited under Section 504 of the Rehabilitation Act of 1973 (Section 504), which prohibits discrimination on the basis of disability; Title IX of the Education Amendments of 1972 (Title IX), which prohibits discrimination on the basis of sex; and the Age Discrimination Act of 1975 (ADA), which prohibits discrimination on the basis of age, in any program or activity receiving federal financial assistance.

Complaints

All Section 504, Title IX, or ADA complaints, excluding those filed against the Director of Student Affairs, should be addressed to: Deborah Mills, Director of Student Affairs, 3300 University Boulevard, Winter Park, FL 32792. All Section 504, Title IX, or ADA complaints filed against the Director of Student Affairs should be addressed to: Garry Jones, President, 3300 University Boulevard, Winter Park, FL 32792.

Instructions

The following procedures will be used for all grievances or complaints alleging violations of Section 504, Title IX, or the ADA:

- A complaint must be filed within 60 calendar days of the alleged violation or claim of failure to provide reasonable accommodation.

- All complaints should be filed in writing, contain the name and address of the person(s) filing, and briefly describe the alleged violation.

- An investigation will follow the filing of the complaint if appropriate. This investigation will be conducted under the direction of either the Director of Student Affairs or the President, depending upon the nature of the grievance, and will normally be concluded within 60 working days. These procedures anticipate informal but thorough investigations, affording all interested persons and their representatives an opportunity to submit evidence relevant to a complaint.

- A written determination as to the validity of the complaint and a description of the resolution will be issued by either the Director of Student Affairs or the President, and a copy will be forwarded to the complainant no later than 15 working days after its issuance.

- Upon completion of the investigation, the complaining party may appeal the written determination to the President of Full Sail in writing within 15 days of the receipt of it. The appeal must contain a statement as to the reasons the complaining party disagrees with the determination, as well as any changes the complaining party requests. The President will consider the appeal and advise the complaining party as to his answer, generally within 15 days of the date the appeal is filed. An investigation will be considered complete either upon the expiration of 15 days from the time of the written determination (if no appeal is filed) or upon the issuance of the President's answer to an appeal.

- The Director of Student Affairs will maintain the files and records of Full Sail relating to any complaints filed.

Statement of Nondiscrimination Policies

Full Sail does not discriminate in its programs and activities on the basis of race, color, national origin, sex, disability, age, sexual orientation, or marital status. Deborah Mills, Director of Student Affairs, has been designated the school's Section 504, Title IX, and ADA Compliance Officer. She is responsible for handling inquiries regarding Section 504 non-discrimination policies and accommodations and any Title IX and ADA compliance matters. Ms. Mills may be contacted via phone at (407) 551-2024 ext. 8502 or on campus at 3300 University Boulevard, Winter Park, FL 32792.

Financial Obligations

Full Sail wants to help every qualifying student obtain the financial aid assistance to which he or she is legally entitled. We want to help you be successful in following your dreams, and we will assist you in making decisions that will contribute to your long-term financial success. Full Sail takes pride in having a staff that is committed to working one-on-one with every person that passes through our doors in search of financial assistance.

Maintaining Payments on a Payment Plan

Students are required to meet their financial obligations to the school in accordance with their signed enrollment agreement. Students and/or their parents must make payment arrangements with the Business Office for any outstanding cash balances toward tuition prior to the first day of class. Failing to make payments in accordance with the payment arrangement will result in financial probation, and students will not be allowed to attend class.

Business Office—Financial Probation

When a student fails to make a payment in accordance with the established payment arrangements, the Business Office will notify the Director of Student Affairs that the student has been placed on Financial Probation. The Education Department will adjust the student's record to reflect that he or she is on Financial Probation and will notify the student of this status change. While on Financial Probation, students may not attend lectures or labs.

Should the Financial Probation not be lifted within 14 days of the notice, the student may be dismissed from school. Suspension under Financial Probation is not an excused absence and may result in a class failure. In such an instance, the student will be required to pay to retake the class.

Financial Aid—Financial Probation

When a student fails to submit required paperwork to Financial Aid by the date requested, the Financial Aid Department will contact the student with a final due date for submission of the required paperwork and will inform the student that failure to meet that deadline will result in him or her being placed on Financial Probation. If the deadline is not met, the Financial Aid Department will notify the Education, Business, and Security Departments that the student has been placed on Financial Aid Probation. The Education Department will adjust the student's record to reflect that the student is on Financial Aid Probation and will notify the student of this status. While on Financial Aid Probation, students may not attend lectures or labs. Should the Financial Aid Probation not be lifted within 14 days of the notice, the student may be dismissed from school.

If a student loses eligibility for a projected financial aid loan or grant during the course of any enrollment period, he or she will have one week to locate alternative financial aid resources or make other payment arrangements for outstanding charges. At the end of one week, if the student has not secured an adequate replacement, the remaining tuition balance will be owed for the current enrollment period based on the schedule outlined in the student's Enrollment Agreement.

After the first academic year, if a student fails to successfully re-apply for subsequent academic years' projected financial aid loans or grants by the deadline determined by the Financial Aid Department, an additional 30 days will be granted for the student to locate alternative funding. After 30 days, if the student has not received alternative funding, the remaining tuition balance will be owed for the current enrollment period based on the schedule outlined in the student's Enrollment Agreement.

As the tuition balance becomes a cash balance, the first payment is due immediately—not 30 days later. If cash payments are not remitted by the designated date(s), the student is subject to the Financial Probation policy described previously. Students who owe cash payments may continue attempting to secure an alternate type of financial aid; once confirmed, such aid will be substituted for outstanding payments.

Suspension under Financial Probation is not an excused absence. If a student fails a class solely due to a suspension for Financial Probation, an appeal may be entered for extenuating circumstances. The student may request a waiver of the tuition to retake the course; however, he or she must still repeat the class.

Financial Aid Department

Student Consumer Information

The following information is provided in accordance with the Student Consumer Information Requirements, established by the Higher Education Amendments of 1976 and set forth in Subpart D of 34CFR Part 668, regarding Full Sail's participation in the Federal Student Financial Aid Programs.

Full Sail hopes this information helps you understand the financial-aid procedures, the federal programs offered, your rights and responsibilities, and your eligibility to participate in the Federal Student Financial Aid programs.

The following information is to be used in conjunction with the school's catalog and any other publications Full Sail distributes to you. We recommend that you maintain a file of all the information you receive.

Please feel free to contact us with questions regarding federal or private financial aid programs. The Financial Aid Department is open Monday through Friday, 8:30 a.m. to 5:30 p.m.

Federal Student Aid

At Full Sail, the federal financial aid programs available for students who qualify are:

- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant
- Academic Competitiveness Grant
- National Science & Mathematics Access to Retain Talent Grant
- Stafford Loans (subsidized and unsubsidized)
- Parent PLUS Loans for Undergraduate Student
- Graduate PLUS Loans for Graduate Student
- Federal Work Study

The US Department of Education has prepared a reference titled *The Student Guide to Federal Aid Programs* that explains each federal aid program in detail. This brochure may be downloaded from the Federal Student Aid website *http://studentaid.ed.gov.*

Eligibility

In order to qualify for Federal Student Aid, you must meet the following eligibility criteria:

- You must be enrolled full-time as a regular student in an eligible program.
- You must have a high school diploma, a GED, or equivalent.
- You must be a US Citizen, US National, or an eligible non-citizen.
- For federal grants, you must exhibit financial need as calculated by federal methodology.
- You must be making satisfactory progress in your course of study. Refer to the Full Sail catalog or section of this publication entitled "Academic Progress" for the definition of Full Sail's Satisfactory Progress Policy.
- You must not be in default on a Title IV loan at any institution.
- You must not owe a refund on a Title IV grant at any institution.
- You must sign a Statement of Educational Purpose that states that you agree to use Financial Aid funds only for education-related expenses.
- You must sign a Statement of Registration Status, indicating that you have registered with the Selective Service if you are required to do so. The registration requirement applies to males who are US Citizens or eligible non-citizens; were born on or after January 1, 1960; are at least 18 years old; and are not on active duty in the armed forces.

- You must sign an Anti-Drug Abuse Act Certification.
- You may not have been convicted of the sale or possession of illegal drugs while receiving financial aid.

How to Apply for Federal Student Aid

The first step to starting the financial aid process is to fill out the Free Application For Student Aid (FAFSA). The FAFSA is the standard application for all federally funded student financial aid and is also used as an application by many private sources of college aid.

The federal government uses the FAFSA to determine your eligibility for all federal student aid programs, including:

Federal grants (Pell, FSEOG, ACG, and SMART)

Student loans (Subsidized and Unsubsidized Stafford Loans)

Parent PLUS loans

Graduate PLUS loans

Federal Work Study

The Full Sail Financial Aid Department is committed to assisting prospective students and current students applying for financial aid funds. The Financial Aid Advisor and Administrator must have the students' commitment in submitting the required information, completing the necessary forms, and signing all documentation in a timely fashion.

Students will need to provide personal and financial information on the Free Application for Federal Student Aid. You will need your base year federal income tax return. Students that are determined "dependent" by federal student aid definition must also provide parental information and base year federal income tax information. Other important documentation may also be necessary, e.g., copies of previous W-2 forms, Social Security benefits statements, and other asset information.

Verification Policy and Procedures

FAFSA Verification is a process used to make sure you get all of the federal aid to which students are entitled. About 33 percent of students who complete a FAFSA are selected for verification by the US Department of Education or the school they attend. A student may be selected to complete this process for several reasons:

Random selection

Incomplete FAFSA

Estimated information on FAFSA

The data on the FAFSA conflicts with other information on file

Not all students selected for FAFSA verification will have to submit the same documents. Save all records and other materials used in completing the FAFSA. The most commonly requested items are:

A signed verification worksheet

The latest signed tax return for you and any parent whose information was reported on the FAFSA

Documentation of other sources of taxed or untaxed income

Tax filers unable to locate a copy of their federal tax return should contact the IRS to request a Tax Return Transcript (1-800-829-1040).

The Financial Aid office will review the answers from the FAFSA and compare that information with the documentation provided by the student. The Financial Aid Department will make any corrections necessary, and if changes to a student's aid occur, an updated Estimated Award Letter will be generated within 14 days of completing verification.

If a student is selected for verification but does not complete the process, the Financial Aid office may have to withhold financial aid. Incoming students are required to complete the verification process no later than the scheduled Registration date. Actively attending students are required to complete the verification process within two weeks of initial notification. Deadlines may be extended due to extenuating circumstances as determined by the Financial Aid Department.

Financial Aid Funds Disbursement

The amount of financial aid funds you receive is generally not more than a typical student's costs for tuition, fees, and education-related expenses. Upon receipt, the Funds Coordinator will apply these funds directly against the student's tuition account, unless the account is paid in full. In most cases, students must be actively attending courses and in satisfactory progress to receive funds from either federal or private financial aid sources.

Eligible students will receive any credit balance to which he/she is entitled once tuition obligations have been met. Institutional charge payments and credit balances will be disbursed on a schedule determined by the regulation of the particular aid program and Full Sail policy. Most private and federal aid program payments are divided into two disbursements that are received based on a student's academic progress; the second disbursement may not be received until the student has completed half of the credits and weeks for the assigned academic year.

Students may request a letter explaining the projected amounts and dates financial aid is scheduled to be received for tuition, fees, material charges, and stipends.

Note: *Tuition and Living Expense disbursements from federal and private financial aid resources will not be distributed to students that have been terminated, suspended, or are on a Leave of Absence.*

Student Responsibility to Continue Receiving Financial Aid

1   Students must be making satisfactory progress to be eligible to receive financial aid funds from federal and private sources. Before funds are disbursed, the Registrar must verify that you are meeting this requirement. The definition of satisfactory progress can be found in the Full Sail catalog and in this publication under the section titled "Academic Progress." It also states the means by which you can reestablish satisfactory progress if you have lost your eligibility on this basis.

2   Students also have a responsibility to meet all deadlines in reapplying for financial aid funds. It is usually necessary for you to complete renewal financial aid documents each academic year. PLUS or private education loans must be re-applied for each academic year, and eligibility is not guaranteed. Financial aid is NOT an automatic process for future academic years. Failure to apply in a timely manner will result in a cash payment obligation.

Federal Student Aid Programs

Program	Type of Aid	Program Details	Annual Amount
Federal Pell Grant	Grant: does not have to be repaid	Available almost exclusively to undergraduates that show financial need using federal methodology	2010–11: $555–$5,550
Federal Supplemental Educational Opportunity Grant (FSEOG)	Grant: does not have to be repaid	For undergraduates with exceptional financial need; Federal Pell Grant recipients take priority; funds depend on availability at school	$100–$500
Academic Competitiveness Grant (ACG)	Grant: does not have to be repaid	For Pell Grant recipients who are US citizens enrolled full-time in 1st or 2nd academic year of study	
		1st academic year: must have completed rigorous secondary school program of study; graduated from high school after Jan.1, 2006; not enrolled in an undergraduate program previously	1st academic year: $750
		2nd academic year: must have completed rigorous secondary school program of study; graduated from high school after Jan. 1, 2005; have at least 3.0 cumulative GPA at end of 1st year postsecondary study	2nd academic year: $1,300
National Science and Mathematics Access to Retain Talent Grant (National SMART Grant)	Grant: does not have to be repaid	For Pell Grant recipients who are US citizens enrolled full-time in 3rd or 4th academic year majoring in certain physical, life, or computer sciences; engineering; technology; mathematics; or critical foreign languages and who have at least a 3.0 cumulative GPA	3rd and 4th academic years: $4,000 a year
Federal Work-Study	Money earned while attending school; does not have to be repaid	For undergraduate and graduate students; jobs can be on campus or off campus; students are paid at least federal minimum wage	No annual minimum, maximum amount determined by cost of attendance less other financial aid received

Program	Type of Aid	Program Details	Annual Amount
Subsidized Federal Direct Loans Stafford Loan	Loan: must be repaid; no credit check required	For undergraduate and graduate students. Subsidized: US Department of Education pays interest while borrower is in school and during grace and deferment periods; student must be enrolled at least half time and have financial need Six-month grace period after last day of attendance; deferment or forbearance of payments available under certain conditions	$3,500–$8,500, depending on grade level
Unsubsidized Federal Direct Loans Stafford Loan	Loan: must be repaid, no credit check required	For undergraduate and graduate students. Unsubsidized: Borrower responsible for all interest; student must be enrolled at least half time; financial need not required Six-month grace period after last day of attendance; deferment or forbearance of payments available under certain conditions	$3,500–$20,500 (less any subsidized amounts received for same period), depending on grade level and dependency status
Federal Direct Loans PLUS Loan	Loan: must be repaid, credit check required	For parents of dependent undergraduate students who are enrolled at least half time and for graduate and professional students; financial need not required Unsubsidized: Borrower responsible for all interest No grace period, but deferment or forbearance of payments available under certain conditions	Maximum amount is cost of attendance minus any other financial aid student receives; no minimum amount

For more information please see *www.FederalStudentAid.ed.gov/pubs*

Veterans Benefits

Full Sail is approved by the Veterans State Approving Agency for participation in VA Education Benefit programs. Students must first contact the Financial Aid Department for the appropriate application and then contact their regional Veterans Administration office.

Private Education Loans

Alternative loans are private educational loans available to students who qualify. They are not part of the Federal Direct Loan Program. Alternative loans are used to supplement a student's financial aid package after eligibility for federal aid has been determined. Students are encouraged to maximize federal aid resources before applying for an alternative loan as rates, terms, and conditions of federal aid are often superior. Eligibility criteria, interest rates, fees, and repayment terms vary by lender.

Statement of Borrower's Rights and Responsibilities

Borrower's Rights

- Your lender must give you a copy of the completed promissory note, and the original note must be returned to you when the loan is paid in full.

- Before repayment begins, you must be given detailed information from your lender about interest rates, fees, the balance owed, and options for loan consolidation.

- Your lender must provide you with a repayment schedule.

- If your lender sells your loan or transfers the right to receive payment, you must be notified.

- If you have borrowed under the Stafford Subsidized Student Loan Program, you have the right to a no-interest grace period before payment begins.

- You have the right to repay the whole loan or any portion of the loan at any time without penalty.

- If you have borrowed under the Stafford Loan Program, you have the right to deferment of repayment after the grace period ends, if you qualify. Your lender will provide you with additional information on deferments.

Borrower's Responsibilities

- You must arrange with your lender (or holder of your Promissory Note) to repay your loan.

- You must notify your lender if, before the loan is repaid, you:

    Graduate, withdraw from school, or drop below half-time status

    Transfer to another school

    Fail to enroll in school for the period for which the loan was intended

    Change your name or address

- You must repay the loan according to the repayment schedule provided by your lender. For federal loans, you must repay at least $50.00 per month, per loan, unless your lender agrees to a lesser amount. Private education loan repayment is set by the specific lender.

- You must notify your lender of anything that affects your eligibility for a deferment or your ability to repay the loan.

- You must attend an exit interview with the Financial Aid Officer before you leave school.

Loan Repayment

Students are invited to consult with their Financial Aid Administrator or the Default Prevention Coordinator to discuss their federal and private loan obligations, including the amount, frequency, and duration of loan repayments, as well as initial due dates. Following this section on student loans is a sample loan repayment chart. Information on qualifying for deferments and forbearances may be obtained from the Full Sail Financial Aid Department or from your lender.

Examples of Deferments:

- Unemployment—deferments have a maximum period of 36 months. However, your deferment must be recertified every 6 months.

- Continuing your education as at least a half-time student at an institution eligible to participate in the Title IV program.

- Disabilities, both temporary and permanent.

Late payments and other types of neglect (such as failure to report a change in your address) may result in action by a collection agency. If your student loan goes into default, it may affect your future credit rating. The Internal Revenue Service has the right to garnish future wages and/or withhold tax refunds and apply these amounts toward outstanding student loan balances. An individual will not be permitted to receive further Federal Aid until satisfactory arrangements have been made to repay a student loan.

Estimated Monthly Payments (10-Year Term)

Stafford Loans

Principal Balance	6.5%	7.0%	7.5%	8.0%	8.25%
$500	$5.68	$5.81	$5.94	$6.07	$6.13
$1,000	$11.35	$11.61	$11.87	$12.13	$12.27
$2,000	$22.71	$23.22	$23.74	$24.27	$24.53
$3,000	$34.06	$34.83	$35.61	$36.40	$36.80
$3,500	$39.74	$40.64	$41.55	$42.46	$42.93
$4,000	$45.42	$46.44	$47.48	$48.53	$49.06
$5,000	$56.77	$58.05	$59.35	$60.66	$61.33
$5,500	$62.45	$63.86	$65.29	$66.73	$67.46
$6,000	$68.13	$69.67	$71.22	$72.80	$73.59
$7,000	$79.48	$81.28	$83.09	$84.93	$85.86
$8,000	$90.84	$92.89	$94.96	$97.06	$98.12
$8,500	$96.52	$98.69	$100.90	$103.13	$104.25

*Actual payment calculation is less, but a minimum $50 payment is required.

PLUS Loans

Principal Balance	7.0%	8.0%	9.0%	10.0%
$500	$5.81	$6.07	$6.34	$6.61
$1,000	$11.61	$12.14	$12.67	$13.22
$3,000	$34.83	$36.41	$38.01	$39.66
$5,000	$58.07	$60.68	$63.36	$66.10
$7,000	$81.30	$84.95	$88.70	$92.54
$9,000	$104.52	$109.23	$114.40	$118.98
$10,000	$116.14	$121.36	$126.72	$132.20
$15,000	$174.21	$182.04	$190.07	$198.29
$20,000	$232.28	$242.43	$253.43	$264.39
$25,000	$290.34	$303.41	$316.79	$330.49

*Actual payment calculation is less, but a minimum $50 payment is required.

Refund and Repayment Policy

Refunds

Full Sail provides refunds in accordance with current state and federal regulations and applicable accrediting standards. Refunds may result from either the federal Return to Title IV Refund calculation or the Full Sail Refund and Repayment Policy.

The following categories of applicants are entitled to a full refund including the new application fee:

1   An applicant rejected by the college

2   An applicant canceling application within five (5) business days of Full Sail's receipt of the application fee

3   An applicant canceling enrollment within five (5) business days of Full Sail's receipt of a signed enrollment agreement

4   An applicant who cancels enrollment within five (5) business days of either the successful completion of orientation or a tour of the school facilities and inspection of equipment where training and services are provided

5   A student enrolled in the first enrollment period of the degree program who is dissatisfied with his or her progress and withdraws within the first five (5) days of instruction

Under any other circumstances, the $75 application fee is retained by Full Sail. Percentages of refunds are based on 100 percent of the contract price, including the deposit.

A student who is terminated, withdraws, or otherwise fails to complete his or her course of study may be eligible for a refund.

Repayment of Government Program Funds

If a student is terminated, withdraws, or otherwise fails to complete an enrollment period and received financial aid while enrolled, the Federal Government dictates how refunds (if applicable) are repaid.

The return of financial aid is dictated by the Return of Title IV Funds calculation policy. If a refund results from this calculation, federal policy requires that these unearned funds be returned to the applicable Title IV financial aid fund source.

Funds are refunded to the Title IV Programs in the following federally mandated order:

- Unsubsidized Federal Stafford loans
- Subsidized Federal Stafford loans
- Federal PLUS loans
- Federal Pell grants
- Academic Competitiveness Grant (ACG)
- National Science and Mathematics Access to Retain Talent (SMART)
- Federal Supplemental Education Opportunity Grant (FSEOG)
- Other grant or loan assistance authorized by Title IV of the HEA, as amended

When a student withdrawal involves the repayment of Title IV funds, Full Sail returns these funds based upon a federally recognized payment period. Full Sail's federally recognized payment period is defined as half of an academic year.

If a student withdraws on or before completing sixty (60) percent of the federally recognized payment period (defined above), a portion of the total Title IV funds awarded will be returned. The Return of Title IV Funds calculation may result in the student owing a balance to the Federal Government and, in some cases, to Full Sail.

Refunds are made within thirty (30) days of termination or withdrawal.

Living Expense Repayment

If a student is provided with living expense funds originating from a student financial assistance program and the student fails to complete the enrollment period for any reason, the student is required to return the unearned funds. Full Sail will notify the student of the amount owed. If the student fails to satisfy the repayment, he or she will be ineligible for any further federal student financial aid assistance.

Refund Chart

Full Sail calculates a prorated refund for all students who do not complete thirty (30) percent of an enrollment period. Refunds are calculated by determining of the number of weeks of instruction attended by the student and dividing this figure by the total weeks of instruction required to complete the enrollment period. The resulting

percentage is rounded up to the nearest ten (10) percent and is considered the amount of the enrollment period the student has completed. The amount of tuition to be refunded is based on the percentage of the enrollment period completed and is illustrated in the chart below.

Percent Enrollment Period Completed	Percent Contract Price Refunded
1–10 percent	90 percent
10.1–20 percent	80 percent
20.1–30 percent	70 percent
30.1–100 percent	0 percent

Using the percentage completed as calculated in the chart above, cancellation after attendance has begun but prior to thirty (30) percent completion of the enrollment period will result in a prorated refund.

Please note that after a student completes over thirty (30) percent of an enrollment period, he or she is responsible for one hundred (100) percent of the tuition for that enrollment period. The date from which the refund is calculated is either the date of the student's formal withdrawal or the date Full Sail terminated, withdrew, or otherwise determined a student failed to complete his or her course of study.

Refunds are made within thirty (30) days of termination or withdrawal. The original source of any refunded amounts dictates the entity to which funds are returned. Refunds due to the student of less than two dollars are not issued unless the student submits a written request.

In the event of a prolonged illness, accident, death in the family, or other circumstance that makes completion of the enrollment period impossible or impractical for a student, the school will attempt to make a fair and reasonable settlement.

Full Sail reserves the right to modify these policies in order to remain in compliance with any changes in the applicable laws and regulations.

Refunds Due to Withdrawal—Semester Students

Full Sail University has an established add / drop period that is the first week of each semester. All tuition, excluding the application fee, will be refunded to students that drop within the add / drop period. After the add / drop period, the tuition and fees for the semester will be charged as follows:

Percentage of Tuition Charged	Drop Date
0% of tuition charged	Prior to semester start date
0% of tuition charged	During Add / Drop Period (first week of semester)
25% of tuition charged	During second week of semester
75% of tuition charged	During third week of semester
100% of tuition charged	After third week of semester

All institutional fees will be refunded to students when unopened materials and equipment are returned to Full Sail University.

Refunds due to Withdrawal—Maryland Students Enrolled in Online Programs

Full Sail University uses a pro-rata refund policy for Maryland residents who are enrolled in online programs. Maryland online students have seven (7) calendar days after signing their enrollment agreement to cancel their enrollment for a full refund, including the application fee. After the seven (7) day cancellation period, but before instruction has begun, the student is eligible for a full refund, minus the application fee. After the seven (7) day cancellation period, and after instruction has begun, the refund calculation is as follows:

Percentage of Tuition Refunded	Percentage of Semester Completed
90%	Less than 10%
80%	10% up to but not including 20%
60%	20% up to but not including 30%
40%	30% up to but not including 40%
20%	40% up to but not including 60%
0%	60% or more

Refunds will be paid within thirty (30) days of a student's official withdrawal. If the university cancels or discontinues a course or educational program stated in the enrollment agreement, the university will refund all monies paid for that course or program.

Refunds due to Withdrawal—Wisconsin Online Students

FULL SAIL uses a pro-rata refund policy for Wisconsin residents who are enrolled in online programs. Wisconsin online STUDENTS have until the fifth business day of the term to cancel their enrollment for a full refund, including the application fee. After the five-business-day cancellation period, all tuition, excluding the application fee, will be refunded to STUDENTS that drop within the first five (5) days of the semester.

Refunds will be paid within thirty (30) days of a STUDENT's official withdrawal. If FULL SAIL cancels or discontinues a course or educational program stated in the Enrollment Agreement, FULL SAIL will refund all monies paid for that course or program.

Refunds will be calculated for the semester using the following chart:

Semester by Week	Percentage of Tuition Refunded	Percentage of Semester Completed
Week 1	100 percent	6.25 percent
Week 2	80 percent	12.5 percent
Week 3	80 percent	18.75 percent
Week 4	70 percent	25 percent
Week 5	60 percent	31.25 percent
Week 6	60 percent	37.5 percent
Week 7	50 percent	43.75 percent
Week 8	50 percent	50 percent
Week 9	40 percent	56.25 percent
Week 10	0 percent	62.5 percent

Semester by Week	Percentage of Tuition Refunded	Percentage of Semester Completed
Week 11	0 percent	68.75 percent
Week 12	0 percent	75 percent
Week 13	0 percent	81.25 percent
Week 14	0 percent	87.5 percent
Week 15	0 percent	93.75 percent
Week 16	0 percent	100 percent

Debt Management

Debt management is your ability and desire to control the level of your indebtedness as well as repay the loans that you have borrowed. Failure to repay federal or private education loans can have an extremely negative impact on your financial future after you leave Full Sail. Lifetime loan repayment counseling is offered by the Full Sail Default Prevention Department to help graduates manage repayment of any federal or private loans borrowed while attending one of Full Sail's degree programs.

Entrance and Exit Interviews

It is our intention that students fully understand the rights and responsibilities of being a borrower of the Federal Direct Loan Program. Students who would like to borrow funds from the Federal Direct Loan Program must complete entrance counseling prior to their first disbursement. This may be done either in person with a Financial Aid staff member or online at a designated website. Students must also attend exit interview counseling prior to or shortly after their last day of attendance. During the exit interview, students will be provided detailed, individualized information on their loans.

Full Sail has two full-time Default Prevention Officers who are here to assist you with any questions that you may have regarding your student loan repayment obligations. Please feel free to call the Default Prevention Office at 1-800-575-1142.

Family Educational Rights and Privacy Act (FERPA)

Full Sail University has adopted the following policies and procedures in accordance with the Family Educational Rights and Privacy Act of 1975, 20 U.S.C. Section 1232(g) (as amended). FERPA rights commence when students begin their first course at Full Sail. Full Sail will not release information to parents or other individuals regarding a student's academic record unless this privacy is waived in writing by the student. The student can change his/her mind at any time by informing Full Sail's Education Department in writing.

Rights under FERPA

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

1   The right to inspect and review his or her education records within 45 days of the day Full Sail receives a request for access. Students should submit to the Director of Student Affairs written requests that identify the record(s) they wish to inspect. The Director of Student Affairs will make arrangements for access and notify the student of the time and place where the records may be inspected. If the particular records are not maintained by the Director of Student Affairs, the Director shall advise the student of the correct individual at Full Sail to whom the request should be addressed.

2   The right to request an amendment of any of the student's education records that he or she believes are inaccurate or misleading. When requesting an amendment, the student should write the Director of Student Affairs, clearly identifying the part of the record they want changed and specifying why it is inaccurate or misleading. If Full Sail decides not to amend the record as requested by the student, Full Sail will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Students may submit a statement to be kept and disclosed with the record if Full Sail still decides not to amend the record after the hearing. Additional information regarding the procedures will be provided to the student when he or she is notified of the right to a hearing.

3   The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception that permits disclosure without consent is disclosure to school officials with legitimate educational interest. A school official is a person employed by Full Sail in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom Full Sail has contracted (e.g., an attorney, auditor, or collection agent); a person serving on the Board; or a student serving on an official committee (e.g., a disciplinary or grievance committee) or assisting another school official in performing his or her tasks. A school 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, Full Sail discloses education records without consent to officials of another school in which a student seeks admission or intends to enroll. Records may be released by the school to auditors for annual audit purposes, accreditation agencies, and state and federal oversight agencies, including the Veteran's Administration, the Office of Student Financial Aid, the State Licensing Board, and other agencies that may legitimately request insight into the school's operations. Records may also be released to the banks or other lenders having provided loans for payment of tuition or living expenses. The school keeps a record of such access by the third parties.

You, as a student, are also herein advised of the right to file a complaint with the US Department of Education concerning alleged failures by Full Sail to comply with the requirements of FERPA. The complaint must be filed within 180 days of the date you learned the circumstance of the alleged violation.

Any timely complaints from a parent or eligible student alleging violations of the provisions of FERPA may be submitted in writing to: Family Policy Compliance Office, US Department of Education, 400 Maryland Ave. SW, Washington, DC 20202-4605.

Full Sail, under FERPA and 20 U.S.C. 1232g(a)(5)(A), may release the following directory information without specific consent from students:

> *Directory Information*—The student's name, address, telephone listing, date and place of birth, major field of study, participation in officially recognized activities, dates of attendance, degrees and awards received, and the most recent educational agency or institution previously attended.

If you wish to have the school withhold all or any part of the previous information, you may request this in writing and submit your request to the Director of Student Affairs.

Safety Information

Full Sail is committed to providing its students and staff with a safe and secure campus, one that is compliant with all applicable laws and licenses. The following information will not only outline the policies and procedures in place, but you'll also learn about some information and resources that are available to you should you need them.

General Campus Safety and Security Policies

There are two important elements in creating and maintaining protective programs and systems: an understanding by students and employees of campus crime and safety hazards, as well as methods of communication and actions to reduce or eliminate security and safety threats and hazards.

Therefore, it is the policy of Full Sail University that all students and employees of Full Sail are to report criminal acts and safety hazards or occurrences known to them. The proper reporting procedure for everyone, in the event of any concern, is to contact the Security Department at extension 8800. The Security Department is available 24 hours a day. In the event of an immediate threat, danger, injury, or criminal occurrence, you are advised to call the local police/fire/emergency medical service in your jurisdiction. Usually, these emergency services can be contacted from any telephone by dialing 9-1-1 or the local police/fire emergency numbers. On campus, always call the Security Department at extension 8800 or 5555 after calling 9-1-1.

In all instances of criminal occurrence, loss of property, assault, threat, injury, or attempted crime, the Security Department must be contacted as soon as possible to facilitate proper reporting and resource utilization and to record the occurrence for further study and preventive action.

Campus Personal Safety and Security

The Full Sail Security Department provides security information, assistance, and service to aid campus faculty, staff, and students in the protection process.

No person or location is 100-percent safe. The Full Sail Security Department uses patrolling officers to observe and detect crimes and threats on our campus. The Security Department's function is primarily informational and advisory. Security personnel are not police officers and are not empowered as such. The primary protective means used involves restricting campus access and use to only those authorized students, staff members, and employees, or their guests, for reasonable and safe purposes. The inspection and maintenance of locks, doors, windows, lights, and alarms are coordinated by both the Security Department and the Operations Department. The Orange County Sheriff's Office provides full law enforcement responsibilities in coordination with Full Sail Security.

Solicitation

No solicitation is allowed on any Full Sail campus or facility without the permission of the Full Sail Education Department. Students wishing to hand out or post flyers or other promotional material must first receive the approval of the Education Department. Once approved, flyers may only be placed in designated areas.

Full Sail Emergency Hotline and Web Site

Full Sail University's all-hazard preparedness includes a 24-hour, dedicated **EMERGENCY HOTLINE*** that is updated in the event of any emergency alert to assist with keeping the Full Sail community informed and updated. The **EMERGENCY HOTLINE** is **(407) 215-7500.**

*The university's main number **(407) 679-0100** also serves as an emergency hotline number in the event of an emergency or storm-related event.

The Full Sail University Connect web page, *connect.fullsail.edu*, works in conjunction with the **EMERGENCY HOTLINE** to keep the Full Sail community informed and updated with timely postings regarding all actual or potential crisis/emergency situations.

Blue-Light Telephones

Full Sail University utilizes a "Code Blue" system for emergencies. Look for the blue light designating an emergency telephone. There are two (2) of these push-button emergency phones on the campus. These blue-light phones put you in immediate communication with a Security Officer or receptionist. If the phone is not answered immediately by Security it will automatically roll over to **9-1-1**. If you have an emergency, please go to a blue-light phone and push the button on the face of the unit. Security will respond immediately. The blue light telephones should only be used in a true emergency.

The two blue-light phones currently installed on campus are located in the following areas:

- Patio/walkway between buildings 2 & 3
- Bridge between buildings 3 & 4

Classroom Emergencies

Each classroom and studio on the Full Sail campus is equipped with a telephone. It is essential that you identify the location of the telephone and any emergency exits when you are in any classroom or lab.

From any campus telephone you can dial 5555 to contact security or in the case of a life threatening emergency dial **9-1-1. Remember: on campus you must first dial 9 to get an outside line before dialing 9-1-1.**

Severe Weather Prediction System

Full Sail University security personnel subscribe to the OCALERT system maintained by the Orange County Office of Emergency Management. OCALERT notifies subscribers of severe weather and lightning. All Full Sail students and staff are encouraged to sign up for OCALERT at: *https://ocalert.net*

Smoking/Tobacco Products

Full Sail University adheres to the Florida Clean Indoor Air Act (FCIAA). Smoking or the use of **any** tobacco products inside any Full Sail building is strictly prohibited. This also includes electronic cigarettes, aka e-cigarette. Smoking on campus is only allowed in designated areas and all smokers must be at 25 feet away from any building. Cigarette butts must be disposed of in approved containers. Failure to abide by this policy will result in the deduction of GPS points. Repeat or subsequent violations can result in further disciplinary action.

Please note that smoking indoors is prohibited under Florida State Statute 386.204 and is punishable by a fine of $100 for the first violation and up to $500 for each subsequent violation. This is a hefty fine for a simple smoke—go outside!

Guests

Any student that has a guest visiting them on campus must have the guest check-in at one of the receptionists first. Due to liability issues, students are not authorized to provide tours of the Full Sail Campus on their own. All tours must be scheduled through the tour guides in the Admissions Department.

Crime Statistics

This campus security report is prepared under the terms and conditions of the Campus Safety Regulations found in 34 C.F.R. Part 668.

The following are the crime statistics for the three most recent calendar years, January 1, 2010 through December 31, 2012.

Criminal Offenses

Criminal Offenses—On-Campus

Criminal Offense	Total criminal offenses on campus		
	2010	2011	2012
Murder/Non-negligent Manslaughter	0	0	0
Negligent Manslaughter	0	0	0
Sex Offenses—Forcible	0	0	0
Sex Offenses—Non-forcible	0	0	0
Robbery	0	2	0
Aggravated Assault	0	2	0
Burglary	0	0	0
Motor Vehicle Theft	4	3	1
Arson	0	0	0

Criminal Offenses—Non-Campus

Criminal Offense	Total criminal offenses off campus		
	2010	2011	2012
Murder/Non-negligent Manslaughter	0	0	0
Negligent Manslaughter	0	0	0
Sex Offenses—Forcible	0	0	0
Sex Offenses—Non-forcible	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	0
Burglary	2	0	1
Motor Vehicle Theft	0	0	1
Arson	0	0	0

Criminal Offenses—Public Property

Criminal Offense	Total criminal offenses on public property		
	2010	2011	2012
Murder/Non-negligent Manslaughter	0	0	0
Negligent Manslaughter	0	0	0
Sex Offenses—Forcible	0	0	0
Sex Offenses—Non-forcible	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	0
Burglary	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0

Hate Crimes

Hate Crimes—On-Campus

Criminal Offense	Total hate crimes on campus		
	2010	2011	2012
Murder/Non-negligent Manslaughter	0	0	0
Negligent Manslaughter	0	0	0
Sex Offenses—Forcible	0	0	0
Sex Offenses—Non-forcible	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	0
Burglary	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Simple Assault	0	0	0
Larceny-Theft	0	0	0
Intimidation	0	0	0
Destruction/Damage/Vandalism of Property	0	0	0

Hate Crimes—Non-Campus

Criminal Offense	Total hate crimes off campus		
	2010	2011	2012
Murder/Non-negligent Manslaughter	0	0	0
Negligent Manslaughter	0	0	0
Sex Offenses—Forcible	0	0	0
Sex Offenses—Non-forcible	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	0
Burglary	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Simple Assault	0	0	0
Larceny-Theft	0	0	0
Intimidation	0	0	0
Destruction/Damage/Vandalism of Property	0	0	0

Hate Crimes—Public Property

Criminal Offense	Total hate crimes on public property		
	2010	2011	2012
Murder/Non-negligent Manslaughter	0	0	0
Negligent Manslaughter	0	0	0
Sex Offenses—Forcible	0	0	0
Sex Offenses—Non-forcible	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	0
Burglary	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Simple Assault	0	0	0
Larceny-Theft	0	0	0
Intimidation	0	0	0
Destruction/Damage/Vandalism of Property	0	0	0

Arrests

Arrests—On-Campus

Crime	Total arrests on campus		
	2010	2011	2012
Illegal Weapons Possession	1	0	0
Drug Law Violations	0	0	0
Liquor Law Violations	0	0	0

Arrests—Non-Campus

Crime	Total arrests off campus		
	2010	2011	2012
Illegal Weapons Possession	0	0	0
Drug Law Violations	0	0	0
Liquor Law Violations	0	0	0

Arrests—Public Property

Crime	Total arrests on public property		
	2010	2011	2012
Illegal Weapons Possession	0	0	0
Drug Law Violations	0	0	0
Liquor Law Violations	0	0	0

Disciplinary Actions

Disciplinary Actions On-Campus

Crime	Number of persons referred for Disciplinary Actions on campus		
	2010	2011	2012
Weapons: Carrying, Possessing, etc.	0	0	0
Drug Abuse Violations	1	0	0
Liquor Law Violations	0	1	0

Disciplinary Actions Non-Campus

Crime	Number of persons referred for Disciplinary Actions off campus		
	2010	2011	2012
Weapons: Carrying, Possessing, etc.	0	0	0
Drug Abuse Violations	0	0	0
Liquor Law Violations	0	0	0

Disciplinary Actions Public Property

Crime	Number of persons referred for Disciplinary Actions on public property		
	2010	2011	2012
Weapons: Carrying, Possessing, etc.	0	0	0
Drug Abuse Violations	0	0	0
Liquor Law Violations	0	0	0

Safety Policies and Procedures

Full Sail has operations personnel on duty 24 hours a day. Any unusual circumstance, which may apply to the security of the building, Full Sail staff or students, must be reported immediately to the on-duty staff at the Student Services Desk. The Student Services Desks are located in the lobbies of Full Sail Buildings 2 & 3B.

Once a report is made, it is logged onto a computer data entry and logging system and the necessary action is taken. In the event of a crime on campus, local law enforcement will be immediately contacted and a report filed. The report is then forwarded to the business office for possible insurance claims and handling.

The campus security report is updated on October 1st of each year and added to a file maintained in the Compliance Department, where a copy can be obtained upon request. During orientation students are given a summary of this report as part of the Education Policies and Procedures discussion.

Full Sail will provide students with information on maintenance and safety of plant and facilities as required by law. Inspection reports and information on compliance with local, state, and federal safety requirements are posted on bulletin boards where required by the related authority. Additional information is available by request from the Director of Compliance.

The Full Sail Security Officer

The Full Sail Security personnel are not police officers. The principal duty of a Full Sail Security Officer is to detect, prevent, and report rather than to apprehend. Additional duties include responding to traffic accidents, assisting with medical emergencies, helping motorists, and providing security for campus functions and events.

The Full Sail Security Officer is there to help the students, staff and visitors, but they are also expected to enforce the rules and regulations of the University. All students, staff, and visitors are to heed the direction and orders of any Security officer. Should an individual have concerns about the legitimacy any order given by a Security Officer, they should first comply with the order and then later file a complaint with the Director of Security. Interfering with or arguing with a Security Officer in the performance of his/her duties can result in disciplinary action and termination.

The Full Sail Security Department has an excellent working relationship with local law enforcement agencies. Reports of criminal activity are routinely provided to the Orange County Sheriff's Office for follow up investigative purposes.

Full Sail Identification Badges

For your safety and security, it is required that all students, staff and faculty members, and Full Sail contracted service personnel have their Full Sail identification card and issued lanyard displayed on their person at all times while on campus.

The lanyard must be worn around the neck with the badge clearly visible between the shoulders and waist.

- Faculty and staff shall wear a **dark green** lanyard
- Students shall wear an **orange** lanyard
- Students serving as lab monitors wear a **yellow** lanyard
- The wearing of other colors or personal lanyards is not authorized.

Your identification badge serves not only as a visible indicator that you are allowed on campus, but serves as your access card to the various buildings and offices

- **Please note that students do not have access to all areas of the university**. Access is based upon academic program. For example, recording arts students do not have access to the film program areas. In short, if your badge doesn't work in another area then you probably shouldn't be there.

Students should not open a door for any person without an identification badge. Nor should they open a door for someone who simply states they forgot their badge; even if that person is known personally by the student. That individual may not have permission to be in the area, or they may be suspended, etc. Students should politely decline these requests and direct the person to the nearest receptionist for assistance. Students may be assessed a five-point GPS deduction for each instance they fail to wear their badge.

Badges may become damaged due to heat, magnetic discharge, excessive wear, etc. Any student whose badge is not working may bring it to the Security Department for a free replacement.

The only times a student is exempt from wearing the lanyard and identification badge is when actively engaged in any activity where the wearing of a badge is inherently dangerous, i.e., working with moving machinery, or inappropriate, i.e., an actor in a film shoot. However, the student must have their identification badge readily available and must wear it when no longer engaged in the specific activity.

If a badge is lost or stolen, there is a $10 replacement fee that must be paid to the business office before another badge is issued. The Business Office will provide the student with a receipt that can be taken to the security office for issuance of a new badge.

Students are required to use their student security badge any time they enter a building. Any student who does not have their badge will be required to sign in at the receptionist's desk and will be issued a "visitor pass" for the day. A student may be issued a maximum of three (3) visitor passes; any subsequent time they are found without ID, they will not be allowed entrance to the building and will be asked to leave campus until they either retrieve their ID or purchase a replacement. If a badge is lost or stolen, there is a $10 replacement fee that must be paid to the Business Office before another badge will be issued. Once a receipt is issued by the Business Office, it must be taken to the Security Office where a new ID will be issued.

Depending upon the circumstances, students without a valid university ID may be asked to leave campus at any time.

Student Right To Know Act—Campus Security Information

Full Sail provides students with information on security policies and campus crime statistics. Policies regarding criminal activity, illegal drug and alcohol abuse are contained in this student manual. Any person becoming aware that crime or substance abuse is being committed on-campus must immediately inform Student Services, who will alert the requisite authorities.

Sexual Misconduct

Full Sail is committed to providing a campus environment that does not tolerate any form of sexual assault, including acquaintance rape. Sexual assault (rape) is non-consensual sexual intercourse involving force, manipulation, or coercion. The assailant can either be a stranger, relative, acquaintance or date. It is an act of aggression, violence and power, and is a felony crime. Full Sail Security can be contacted by dialing 5555 or by dialing (0) from any in-house Full Sail telephone. If you feel that you are in danger, dial 911 immediately. If you are the

victim of a sexual assault, you can request a victim's advocate trained in the area of sexual assault to counsel and advise you.

If you are the victim of sexual assault:

- Know that help is available

- Know that you have rights and options

- Call 911 immediately if you feel that you are in danger or want to make a report to law enforcement

- If you decide to telephone 911 (or the Sheriff's Office), stay on the line as long as you are needed

- Do not change your clothing

- Do not wash your body or clothes

- Do not disturb or alter the crime scene. The preservation of physical evidence may be critical for successful prosecution of the offender.

- Get a medical examination for hidden injuries, pregnancy, or communicable disease concerns.

- Seek counseling as soon as possible.

Sex offenders are subject to arrest, incarceration, and prosecution in the state courts. Additionally, student offenders are subject to Full Sail disciplinary action that may result in dismissal.

Sexual Offender/Predator Registration in Florida

The Federal Campus Sex Crimes Prevention Act requires colleges and universities to issue a statement advising the campus community where state law enforcement agency information concerning registered sex offenders may be obtained. The act also requires registered sex offenders to provide to appropriate state officials notice of each institution of higher education in that state at which the offender is employed, carries on a vocation, or is a student.

Any member of the Full Sail community who wishes to obtain further information regarding sexual offenders in our area may refer to the Florida Department of Law Enforcement (FDLE) website at http://www.fdle.state. fl.us/sexualpredators/search.asp, or call 1-888-FL-PREDATOR (1-888-357-7332). The FDLE searchable database may be used to find all registered sex offenders in any city, county, or zip code in the state. In accordance with Florida State Statute 775.21 (Florida Sexual Predators Act) convicted sex offenders in Florida must register with the FDLE within 48 hours of establishing permanent or temporary residence. It is then the responsibility of the agency to make required notification to all community members of the presence of predators in any manner deemed appropriate by the agency.

Upon notification of the presence of an offender, it is the responsibility of the law enforcement agency with jurisdiction over the offender's address to inform the Full Sail Security Office that the offender has stated that he or she is currently enrolled at or employed by the college. The Security Department can then make all prudent notifications to members of the campus community.

Timely Warnings

The Full Sail Security Department has an obligation to warn students, staff, and guests of potential harmful persons or crimes that could jeopardize their health, safety, and welfare while on the Full Sail campus.

When a potentially harmful situation comes to our attention, one that needs maximum exposure to help prevent additional or future harm or injury, a timely warning will be written and placed on campus bulletin boards. The warnings will always be written on red paper to draw attention to them. Other means of communicating these timely warnings may be used by the University from time to time. Therefore it is extremely important that students and staff keep their phone numbers and email addresses up to date.

Anyone with information, which they believe may constitute the issuance of a timely warning, should report the circumstances to the Security Department by calling **(407) 679-0100 ext. 8800.**

Parking on Campus

These rules and regulations have been promulgated for the safety, welfare, and health of students, employees, and visitors; the protection and maintenance of university property; and to govern traffic on the campuses.

Cooperation and compliance with these rules and regulations by all members of this community are essential. Failure to comply may result in a citation being issued or suspension/revocation of driving privileges on campus.

Full Sail's multimedia complex was designed to put you, the student, in the middle of the real world. Full Sail has over 60 studios, production suites, soundstages, and computer labs that mirror the technology used in the entertainment industry.

The growth our University over the past few years has taxed parking to its limit. Everyone needs to do their part to make parking as stress free as possible. Try carpooling or taking the bus to save yourself money and stress.

The parking lots surrounding Full Sail are often crowded, especially during daytime hours. In order to maintain safety, it is imperative that vehicles be parked in designated areas only.

Keep in mind that in an accident involving an illegally parked vehicle, the owner of the illegally parked vehicle is responsible.

The Security Department maintains an aggressive towing policy. Students should always plan ahead to allow enough time for proper parking. Additionally, for security and safety reasons, vehicles are required to display Full Sail parking permits.

For the most up-to-date parking information, students and staff should consult the Security Department page on Connect.

General Policies

1 In order to park a motor vehicle on campus in any university parking area, it must be registered with the university and a parking permit must be properly and clearly displayed.

2 All administrators, faculty and staff members, students, visitors, and outside contractors must register vehicles to be driven or parked on campus.

3 Administrators, faculty and staff members, students, and visitors are responsible for any violations of these regulations in which their vehicles are involved, regardless if they were the driver.

4 **Full Sail University assumes no liability for damages to any vehicle parked or driven on campus.**

5 Motorcycles, motor scooters, and mopeds are subject to traffic law regulations.

6 The Security Department is authorized to designate any spaces as temporarily reserved parking.

7 Abandoned vehicles are subject to towing at the owner's expense, unless the owner notifies the Security Department in writing at the time the vehicle becomes disabled. The Director of Security will determine whether a disabled vehicle is allowed to remain on campus.

8 Vehicle repairs that create a nuisance are not permitted on campus. Any property damage caused by the making of any repairs is the responsibility of the person making such repairs.

9 Trailers or mobile campers are allowed to be parked on campus only with written permission from the Director of Security. Trailers and mobile campers are not allowed to be left on campus overnight.

10 The maximum speed on any Full Sail driveway or roadway is 15 miles per hour, unless signage indicates otherwise. The maximum speed in any parking lot is 10 miles per hour.

11 All vehicle operators must obey Security Officer and police direction and instructions regarding operating and parking motor vehicles.

12 Personal vehicles are not allowed to be left on campus overnight unless it is the outcome of approved Full Sail business travel. In these instances, parking arrangements must be approved by the Security Department.

13 The parking of personal vehicles on Full Sail property during tropical storms or hurricanes is NOT permitted by Full Sail students, staff members, or faculty members.

14 Parking spaces with placards or signs marked "Reserved," "Assigned," "Facilities," and so forth, are off-limits to all students and staff without appropriate permits.

Visitor Parking

A visitor is someone not directly affiliated with Full Sail University. Spouses and children of faculty members, staff members, and students are not considered to be affiliated with Full Sail University and thus are included in the definition of a visitor.

Guests who wish to park in a Visitor Parking Space will be required to see the receptionist to receive a temporary parking pass. Any cars parked in the visitor spaces without a pass will be towed. Students going to the Business Office, Financial Aid, etc are not considered visitors and must park in the designated student areas.

Enforcement

Full Sail University is an independent university and a private business, and as such, the streets, parking lots, and other areas of the university are private property. The operation and/or parking of any vehicle on Full Sail University property is a privilege, not a right. The university has the right to regulate the use of motor vehicles on its property for the safety of everyone.

The Full Sail University Security Department is responsible for reporting violations of university motor vehicle regulations. Florida laws pertaining to the operation of motor vehicles are also enforced by the Orange County Sheriff's Office and the Florida Highway Patrol.

Violations of university motor vehicle regulations will be enforced by the agency that has jurisdictional authority.

Permits

All Full Sail University employees, students, and outside contractors who park on campus must obtain a parking permit for any vehicle parked on campus. The acquisition of a parking permit only authorizes the parking of a vehicle on campus. It does not establish a designated parking space. A vehicle parked in any unauthorized area is in violation of university regulations.

The Security Department issues parking permits for all Full Sail faculty and staff members and students. A current Full Sail permit (hangtag) must be clearly displayed on the vehicle or a parking citation will be issued. Full Sail University requires permits (hangtags) to be displayed from the rearview mirror and be clearly visible to security personnel at all times while on campus.

Stickers/decals previously issued to all vehicles (except motorcycles) will expire October 1, 2011. Decals are no longer authorized for any vehicles except motorcycles, scooters, and so forth. These types of vehicles will be issued small white decals that must be clearly displayed somewhere on the vehicle. These smaller decals may also be issued for bicycles at the owner's request. The large orange decals are no longer authorized for any vehicle. Students possessing the large orange Full Sail parking decal must replace it at the Security Office prior to October 1, 2011.

All permits issued will require the applicant to present a valid driver's license, current Full Sail University identification card, and a state-issued vehicle registration card for each vehicle registered. There is no fee for the parking permit for Full Sail students.

Any student that does not yet have a permit can obtain one during normal business hours (8:30 am – 5:30 pm) from the security office. To get your permit, you must fill out a registration form with the make, model, color, year, and tag number of your car. The permit MUST be displayed from the rearview mirror so that it is clearly visible at all times while on campus. On motorcycles, motor scooters, and mopeds, the parking decal must be permanently affixed to a location where it is clearly visible. Unregistered vehicles may be towed.

Staff or student vehicles parked in "Visitor Parking," "Handicapped Parking," "Sheriff's Parking," "Reserved Parking," "Tenant Parking," or any other marked space will be ticketed or towed. Also, Sonny's Real Pit Bar-B-Q, Ale House, Firehouse Subs, China King, Broadway Pizza, and our other retail neighbors around the campus have reserved spaces for their customers that are clearly marked, and parking in any of these reserved spaces will result in your vehicle being ticketed or towed.

Nor are students allowed to park in the Building 110-130 area; even for a short visit to the business office or Financial Aid. Students must use the Building 3 parking lot instead. Furthermore, parking behind Buildings 3 & 4 is strictly prohibited for everyone without a specific pass issued by the Security Department.

In addition to the obvious spots around Full Sail's largest buildings, we also have 166 spaces available at Full Sail Live 1 and another 138 spaces at Full Sail Live II. We also have the empty dirt lot next to Building 1. Please remember that as our staff and student body grow, the possibility of having to park farther away from your class or office and walking is becoming a part of campus life. Look at it as a great way to get a little exercise! There is no good reason for any of us to end up with a ticket or a vehicle at towed.

Keep in mind that in an accident involving an illegally parked vehicle, the owner of the illegally parked vehicle is responsible.

The Security Department maintains an aggressive towing policy. Students should always plan ahead to allow enough time for proper parking.

Temporary Parking Permits

Students in need of a temporary parking permit (e.g., their hangtag is at home or they are driving a rental car) may obtain a temporary permit from the receptionists. These temporary permits are issued under extenuating circumstances and are only valid for short periods of time—typically one week or less. These temporary permits do not allow the student to park in any visitor areas, etc. All the same rules and regulations apply when utilizing these temporary permits.

Bicycles, Scooters & Skateboards

Many students on campus utilize skateboards and bicycles as their primary means of transportation. Operators of motor vehicles should be always on the lookout for pedestrians, bicyclists and skateboarders.

Bicycles, skateboards and other human powered modes of transportation are not allowed on the sidewalks under the building overhangs. The operation of any type of motorized vehicle (electric or gas), including a moped, scooter, etc, is not allowed on the Back-lot or the patio/bridge that connects FS 1&2 to the Back-lot. The operation of any motorized vehicles in this area is restricted to staff and contractors, unless a special permit is issued by the Security Department. Scooters & mopeds are considered motorized vehicles and are regulated by the same traffic laws & University regulations as any other vehicle. Violation of these rules and regulations can result in a ticket and/or towing of the vehicle.

Students who ride bicycles are required to park them in designated areas. The designated areas have bicycle racks available for student use. Bicycles found parked in unauthorized areas (e.g., around trees, signs, lamps, or telephone poles) will be removed and impounded. The owner of an impounded bike will be assessed a fine before his/her bike is returned. Students are responsible for securing their own bicycles. Full Sail provides sufficient bike racks to accommodate all students who choose this mode of transportation.

Students who wish to register their bicycle may obtain a parking decal identical to those issued to scooters and motorcycles. The Security Department highly recommends that all students register their bicycle in case of theft.

Fines

Fines for illegal parking, speeding, or reckless driving etc are established by the administration and are subject to change without notice. The amount of the fine will be indicated on any ticket issued. All fines are to be paid at the Business Office in Building 130 and are due within 30 days of the ticket's issuance. The vehicle may also be towed at the owner's expense.

Student Graduation Policy

Students will not be allowed to graduate until all their unpaid fines are settled with the Business Office.

GPS Deductions

In addition to monetary fines for parking or driving violations, GPS points may be deducted for driving offenses that warrant it. Please see the following rubric to determine the appropriate GPS point deduction. This list is not comprehensive and is subject to change.

Reckless Driving (-20 points)

Operating a vehicle with a willful and wanton disregard for the safety of persons or property

Failure to heed the directions of a law-enforcement officer or a campus security officer

Fleeing or attempting to elude a law-enforcement officer or campus security officer

Careless Driving (-10 points)

Failure to operate a vehicle in a careful and prudent manner

Committing two (2) or more of the violations listed below simultaneously or in succession but not rising to the level of Reckless Driving

Driving Offenses (-5 points) Does not include parking violations

Examples of driving offenses for which GPS points may be deducted include:

Exceeding the posted speed limit

Unsafely or improperly changing lanes

Following another vehicle too closely

Failing to yield the right-of-way

Improperly passing

Driving around a barricade

Violating a traffic-control or signal device

Any other moving violation as defined in Florida State Statutes

Campus Ticketing/Towing Policy

If your car is towed, the towing company used by the landlord is Orange County Towing located 1 1/2 miles south of campus on Forsyth Road. The towing charge is $125, and the storage fee is $20 per day. In addition, after 48 hours, there is an administrative fee of $45 and a lien work fee of $30. Please understand that these fees are assessed by Orange County Towing and are subject to change. Orange County Towing can be reached at 407-677-9094 for the most up to date information.

Furthermore, once a vehicle is in the possession of the tow company it becomes a civil matter between the student/staff member and Orange County Towing. Full Sail University is not liable for any damages, theft, etc that may occur once the vehicle in the possession of the tow company.

Offenses that may result in the towing of your vehicle include:

- Parking on curbs or curbsides
- Parking in fire lanes
- Double-parking

- Parking in a loading zone

- Parking in front of trash dumpsters

- Parking in handicapped spaces without proper parking permit

- Parking in a tenant parking space

- Multiple violations of any Full Sail University parking regulations

- No Parking Permit displayed

- Vehicles that are not properly permitted

- Vehicles with unpaid parking fines

- Vehicles with the parking privilege revoked

- Vehicles otherwise in violation of university parking policies

- Vehicles blocking a driving lane, fully or partially restricting passage

- Vehicles blocking another parked vehicle, fully or partially restricting passage or exit

The **towing** of a vehicle from the campus may occur any time a vehicle has no parking permit.

Revocation

The university reserves the right to permanently revoke any on-campus parking and driving privileges for the following reasons:

1   Violations in excess of five per 3-month period or seven per twelve-month period

2   Use of fraudulent permits

3   Creating a nuisance or causing property damage while making repairs to vehicles on campus

4   Causing other property damage

5   Becoming either verbally or physically abusive, threatening, or assaulting any Security Officer or staff member during the performance of his/her duties

6   Inappropriate operation of any motor vehicle on campus that is a detriment or safety concern to the campus community

Payment of parking citations may not void the revocation decision.

Ticket Disputes/Appeals

All ticket disputes **must** be in writing. Students and staff wishing to dispute a ticket must submit a Ticket Dispute form in writing to the Director of Security within 30 days of the ticket's issuance. Failure to submit a dispute form within the 30 days will render the dispute null and void. The dispute form can be found on the Security Department organization on Connect and can be submitted either via interoffice mail or electronically to SecurityTicketDispute@fullsail.com. Disputes will not be accepted in person, or on the phone.

The Director of Security will review the merits of the violator's dispute and render a decision. The decision of the Director of Security is final and no other appeals will be entertained. Lack of knowledge of Full Sail University's traffic and parking policies is not an acceptable justification to dispute a ticket. Disputes must be based upon exigent or unusual circumstances, or because the ticket was issued in error.

Parking Maps

The following maps are provided for your convenience. Students should consult the Security Department organization on Connect for the most up-to-date information.

Buildings FS-1, FS-2, Full Sail Live 1 & Full Sail Live 2

Parking allowed

No parking allowed
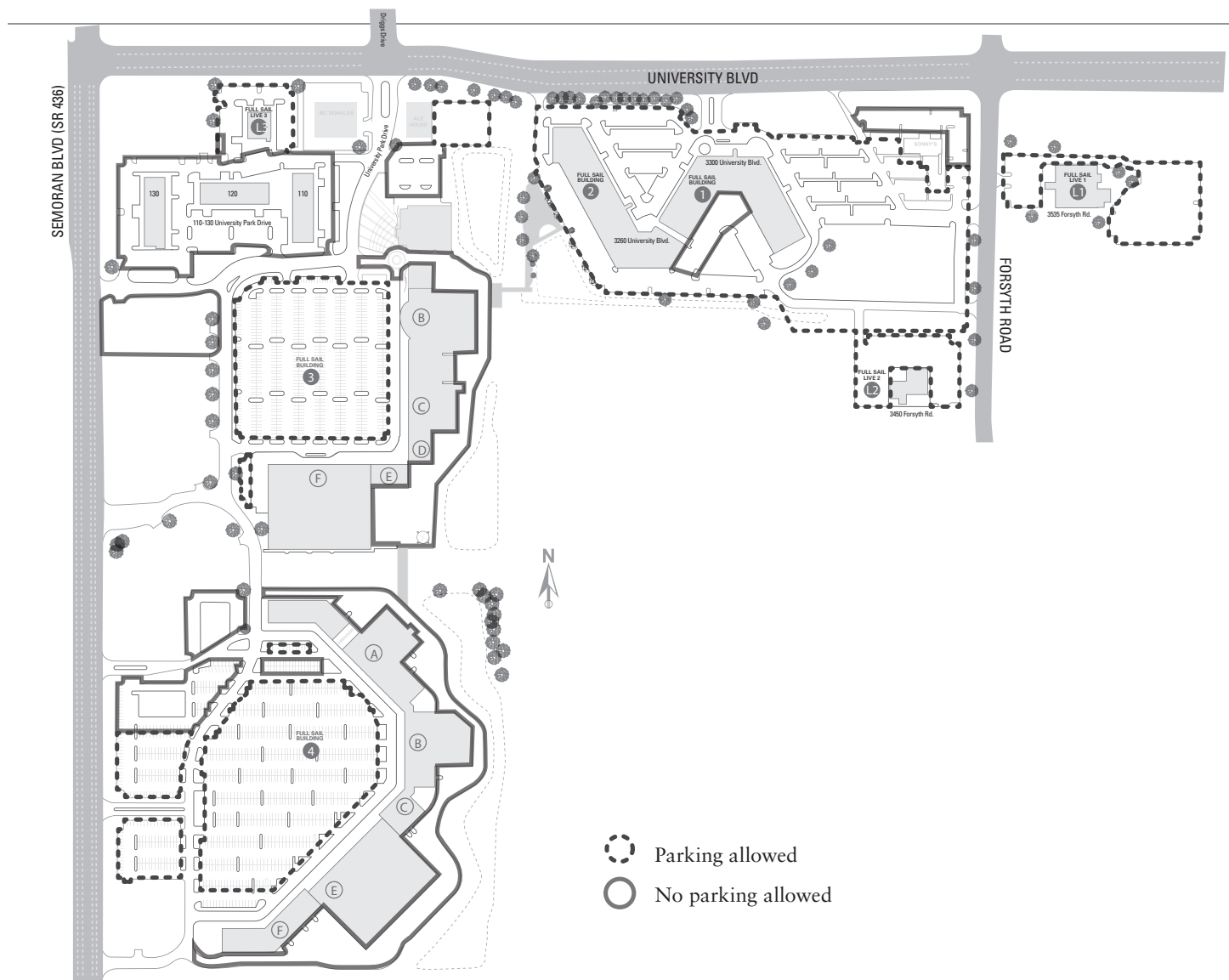
Licensing and Accreditation

State Licenses

Florida Full Sail University is licensed by the Commission for Independent Education, Florida Department of Education. Additional information regarding this institution may be obtained by contacting the Commission at 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400, toll-free telephone number 888-224-6684.

Kansas Full Sail University (Online) is approved by the Kansas Department of Education, Kansas Board of Regents (License # 2010309). The institution must abide by Kansas BOR policies for the operation of distance education programs administered to students residing in the state of Kansas. Additional information regarding this institution may be obtained by contacting the Kansas Board of Regents at 1000 SW Jackson, Suite 520, Topeka, KS 66612, telephone 785-296-3421.

Maryland Full Sail University (Online) is registered with the Maryland Higher Education Commission to enroll Maryland students in its fully online distance education programs. Additional information regarding this institution may be obtained by contacting the Maryland Higher Education Commission at 6 N. Liberty Street, 10th Floor, Baltimore, MD 21201, telephone 410-767-3300.

Minnesota Full Sail University (Online) is registered as a Private Institution with the Minnesota Office of Higher Education pursuant to sections 136A.61 to 136A.71. Registration is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.

Wisconsin Full Sail University (Online) is approved by the Wisconsin Educational Approval Board. Additional information regarding this approval may be obtained by contacting the Educational Approval Board at 30 West Mifflin Street, 9th Floor, P.O. Box 8696 Madison, WI 53708-8696, telephone (608) 266-1996.

Institutional Accreditation and Eligibility

ACCSC Full Sail University is accredited by the Accrediting Commission of Career Schools and Colleges. The ACCSC is recognized by the US Department of Education. ACCSC, is located at 2101 Wilson Boulevard, Suite #302, Arlington, VA 22201. Telephone number: (703) 247-4212.

US DOE Full Sail University is qualified to participate through a Program Participation Agreement with the US Department of Education in programs administered under the Higher Education Act of 1965, as amended, including the Federal student financial assistance programs. This allows Full Sail students to have access to Title IV Financial Aid Funding if they qualify under Department of Education guidelines.

FDVA Full Sail University is approved for veterans training by the Bureau of State Approving for Veterans Training, Florida Department of Veterans Affairs.

USCIS Full Sail University is authorized under federal law to enroll nonimmigrant, alien students.

Graduation Rate

ASSOCIATE	
Graphic Design Associate of Science: Campus	Of the 57 enrolled students between September 2009 through August 2010, 65% graduated
Recording Engineering Associate of Science: Campus	Of the 94 enrolled students between October 2009 through September 2010, 55% graduated
BACHELOR	
Computer Animation Bachelor of Science: Campus	Of the 243 enrolled students between September 2008 through August 2009, 78% graduated
Digital Arts & Design Bachelor of Science: Campus	Of the 211 enrolled students between September 2008 through August 2009, 85% graduated
Entertainment Business Bachelor of Science: Campus	Of the 152 enrolled students between October 2008 through September 2009, 71% graduated
Entertainment Business Bachelor of Science: Online	Of the 335 enrolled students between March 2008 through February 2009, 47% graduated
Film Bachelor of Science: Campus	Of the 662 enrolled students between October 2008 through September 2009, 85% graduated
Game Art Bachelor of Science: Campus	Of the 256 enrolled students between September 2008 through August 2009, 56% graduated
Game Development Bachelor of Science: Campus	Of the 288 enrolled students between September 2008 through August 2009, 72% graduated
Internet Marketing Bachelor of Science: Online	Of the 43 enrolled students between March 2008 through February 2009, 30% graduated
Music Business Bachelor of Science: Completion	Of the 78 enrolled students between December 2009 through November 2010, 93% graduated
Recording Arts Bachelor of Science: Campus	Of the 230 enrolled students between October 2008 through September 2009, 65% graduated
Show Production Bachelor of Science: Campus	Of the 22 enrolled students between September 2008 through August 2009, 79% graduated
Web Design & Development Bachelor of Science: Campus	Of the 59 enrolled students between September 2008 through August 2009, 76% graduated
MASTER	
Creative Writing Master of Fine Arts: Online	Of the 93 enrolled students between October 2009 through September 2010, 85% graduated
Education Media Design & Technology Master of Science: Online	Of the 400 enrolled students between October 2009 through September 2010, 80% graduated
Entertainment Business Master of Science: Campus	Of the 211 enrolled students between October 2009 through September 2010, 94% graduated
Entertainment Business Master of Science: Online	Of the 418 enrolled students between October 2009 through September 2010, 71% graduated
Game Design Master of Science: Campus	Of the 76 enrolled students between October 2009 through September 2010, 69% graduated
Internet Marketing Master of Science: Online	Of the 233 enrolled students between October 2009 through September 2010, 78% graduated
Media Design Master of Fine Arts: Online	Of the 216 enrolled students between October 2009 through September 2010, 76% graduated
CERTIFICATE	
Education Media Design & Technology - Certificate: Online	Of the 23 enrolled students between October 2010 through September 2011, 82% graduated
Internet Marketing - Certificate: Online	Of the 72 enrolled students between October 2010 through September 2011, 78% graduated

Initial Industry Employment

Graphic Design Associate of Science: Campus	52% of the 32 trained students who graduated between October 2010 through September 2011
Recording Engineering Associate of Science: Campus	71% of the 38 trained students who graduated between October 2010 through September 2011
Computer Animation Bachelor of Science: Campus	78% of the 152 trained students who graduated between June 2010 through May 2011
Digital Arts & Design Bachelor of Science: Campus	80% of the 159 trained students who graduated between June 2010 through May 2011
Entertainment Business Bachelor of Science: Campus	70% of the 77 trained students who graduated between June 2010 through May 2011
Entertainment Business Bachelor of Science: Online	63% of the 143 trained students who graduated between April 2010 through March 2011
Film Bachelor of Science: Campus	72% of the 533 trained students who graduated between June 2010 through May 2011
Game Art Bachelor of Science: Campus	69% of the 99 trained students who graduated between June 2010 through May 2011
Game Development Bachelor of Science: Campus	80% of the 169 trained students who graduated between June 2010 through May 2011
Internet Marketing Bachelor of Science: Online	82% of the 12 trained students who graduated between April 2010 through March 2011
Music Business Bachelor of Science: Completion	76% of the 68 trained students who graduated between November 2010 through October 2011
Recording Arts Bachelor of Science: Campus	67% of the 110 trained students who graduated between June 2010 through May 2011
Show Production Bachelor of Science: Campus	92% of the 15 trained students who graduated between June 2010 through May 2011
Web Design & Development Bachelor of Science: Campus	90% of the 39 trained students who graduated between June 2010 through May 2011

Initial or Continued Industry Employment

Creative Writing Master of Fine Arts: Online	49% of the 75 trained students who graduated between October 2010 through September 2011
Education Media Design & Technology Master of Science: Online	95% of the 313 trained students who graduated between October 2010 through September 2011
Entertainment Business Master of Science: Campus	73% of the 179 trained students who graduated between October 2010 through September 2011
Entertainment Business Master of Science: Online	70% of the 277 trained students who graduated between October 2010 through September 2011
Game Design Master of Science: Campus	78% of the 46 trained students who graduated between October 2010 through September 2011
Internet Marketing Master of Science: Online	77% of the 171 trained students who graduated between October 2010 through September 2011
Media Design Master of Fine Arts: Online	87% of the 157 trained students who graduated between October 2010 through September 2011
Education Media Design & Technology - Certificate: Online	82% of the 18 trained students who completed between February 2011 through January 2012
Internet Marketing - Certificate: Online	75% of the 53 trained students who completed between February 2011 through January 2012

Full Sail Drug Prevention Program

Drug Free Schools and Campuses: Standards of Conduct

This is to inform you of the Drug-Free Schools and Campuses Act Amendments of 1989, Public Law 101-226, (34–C.F.R. Part 86) and what Full Sail requires of the staff and students in compliance with the Act's Requirements.

Staff and students are prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession, or use of illicit drugs or alcohol. This prohibition applies while on the property of the school or participating in any institutional activity.

In compliance with the Drug-Free Schools and Campuses Act, Full Sail will:

1   Take legal sanctions under local, State, or Federal law to prevent and uncover those that would unlawfully possess or distribute illicit drugs and alcohol.

2   Impose disciplinary sanctions consistent with local, State, and Federal law. The sanction will be determined by the Director of Education after consulting with the CEO, US Department of Education, law enforcement officials, rehabilitation staff, and/or others depending on each individual situation and the particular circumstances. This could include dismissal or requiring the individual to participate satisfactorily in a drug-abuse assistance or rehabilitation program.

3   Assist with drug and alcohol counseling, treatment, and rehabilitation services including re-entry programs that are available and provided by the county and State. The Director of Student Affairs will refer those students and/or employees who need help to those sources. Continuation as a student or as an employee at Full Sail will depend on factors which include but are not limited to: the severity of the offense, completion of an appropriate rehabilitation program, and frequency of violation arrest records and convictions.

4   Provide information to employees and the student body as a reminder of this policy and the health risks associated with drugs and alcohol.

5   Review biannually the effectiveness of the school's policy and determine the need for changes, updates, and revisions and ensure disciplinary sanctions are consistently enforced.

Applicable Legal Sanctions Under State and Federal Law

There are numerous legal sanctions under local, State, and Federal laws that may be used to punish violators. Penalties range from suspension, revocation, and denial of a driver's license to 20–50 years imprisonment. Property may be seized and community service may be mandated. Any student or employee who violates the Drug Free Policies may be subject to Full Sail's sanctions and to criminal sanctions under federal and/or state law.

Recent Federal anti-drug laws affect a number of areas:

1   Students could lose eligibility for financial aid.

2   Federal benefits could be denied: Social Security, VA Benefits, Retirement, Welfare, Health, Disability.

3   Denial of Public Housing

4   Businesses could lose federal contracts and/or aid if they do not promote a drug-free environment.

5   A felony record/conviction may prevent career goals.

A small amount of drugs found on a person may lead to an arrest. Loss of job, career, and/or imprisonment may result. A person found to be intoxicated while driving could face court and lawyer's fees, community service, insurance rate increase, or even lose their driver's license and end up in prison.

Here are a few facts that you should be aware of:

- It is a crime to hold someone else's drugs.

- It is a crime to sell fake drugs.

- You can be arrested if you are around people using drugs even if you are not.

- You can be charged with possessing drugs even if the drugs are not found on your person.

- Under legal terms, "constructive possession" refers to drugs that are in your locker, purse, back-pack, car, workplace, or house.

- Drug Abuse is the utilization of natural and/or synthetic substances for non-medical reasons.

- Drugs are highly addictive and injurious to the body and self esteem and can cause restlessness, poor judgment, weight gain/loss, irritability, anxiety, paranoia, depression, slow movement, convulsions or comas, loss of appetite, insomnia/hypersomnia, sexual indifference, and death.

- Alcohol-related highway accidents are the leading killer of 15–24 year olds. Seventeen hundred (1,700) college students between 18–24 die each year from alcohol related unintentional injuries, including motor vehicle crashes. (www.collegedrinkingprevention.gov)

- Blood Alcohol Concentration Limit (BAC) is .08 in Florida and .02 in drivers under 21.

Federal Penalties and Sanctions for Illegal Possession of a Controlled Substance

21. U.S.C. 844(a)

First conviction: Up to one year imprisonment and/or fined at least $1,000 but not more than $100,000.

After one prior drug conviction: At least 15 days in prison, not to exceed two years and fined at least $2,500 but no more than $250,000, or both.

After two or more prior drug convictions: At least 90 days in prison, not to exceed three years and fined at least $5,000 but no more than $250,000, or both.

Special sentencing provisions for possession of crack cocaine: Mandatory at least five years in prison, not to exceed 20 years and fined up to $250,000, or both, if:

1   First conviction and the amount of crack possessed exceeds 5 grams.

2   Second crack conviction and the amount of crack possessed exceeds 3 grams.

3   Third or subsequent crack conviction and the amount of crack possessed exceeds 1 gram.

21. U.S.S. 853(a) (2) and 881(a) (7)

Forfeiture of personal and real property used to possess or to facilitate possessions of a controlled substance if that offense is punishable by more than one-year imprisonment. (See special sentencing provisions regarding crack cocaine.)

21. U.S.C. 881(a) (4)

Forfeiture of vehicles, boats, aircraft, or any other conveyance used to transport or conceal a controlled substance.

21. U.S.C. 844(a)

Civil fine of up to $10,000 (pending adoption of final regulation).

21. U.S.C. 853(a)

Denial of Federal benefits, such as student loans, grants, contracts, and professional commercial licenses, up to one year for first offense and up to five years for second and subsequent offenses.

21. U.S.C. 992(g)

Ineligible to receive or purchase a firearm.

Additional Miscellaneous Penalties

Revocation of certain Federal licenses and benefits, e.g., pilot licenses, public housing tenancy, etc., are vested within the authorities of individual Federal agencies.

Health Risks Associated With Alcohol and Drug Abuse

- Significant impairment of judgment and coordination required to drive a car safely.

- Increase in the incidence of a variety of aggressive acts, including spouse and child abuse.

- Marked impairment of higher mental functions.

- High doses can cause respiratory depression and death. If combined with other depressants of the central nervous system, much lower doses of alcohol will produce this effect.

- Repeated use of alcohol or drugs can lead to dependence. Sudden cessation of alcohol intake is likely to produce withdrawal symptoms, including severe anxiety, tremors, hallucinations, and convulsions. Alcohol withdrawal can be life-threatening. Long-term consumption of large quantities of alcohol, particularly when combined with poor nutrition, can also lead to permanent damage of vital organs such as the brain and liver.

- Mothers who drink alcohol or take drugs during pregnancy may give birth to infants with fetal alcohol syndrome. These infants have irreversible physical abnormalities and mental retardation. In addition, research indicates that children of alcoholic parents are at greater risk than other youngsters of becoming alcoholics.

- Excessive intake of drugs and/or alcohol can lead to intense reactions that can lead to particular psychological and physical effects and problems.

Violation of the Standards of Conduct

Staff and students who violate the standards of conduct will be subject to disciplinary action. Students are advised that as a pre-condition to accepting a Federal Pell Grant that they should sign a certificate stating they will not engage in the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance during the period covered by a Federal Pell Grant. Conviction of a recipient must be reported in writing within 10 calendar days of that conviction to: Director, Grants and Contracts Services, US Dept. of Education, 400 Maryland Ave., SW, Rm. 3073, FOB-6, Wash., D.C. 20202-4571.

Failure to report the conviction could lead to limitation, suspension, dismissal, or disbarment from use of federal funds.

Students and Staff, upon coming to Full Sail, receive a briefing and acknowledge in writing that they understand the provisions of the Drug-Free Workplace Act of 1988 and the Drug-Free Schools and Communities Act of 1989. Students must notify the Director of Student Affairs in writing of a conviction of a criminal drug statute within five days after receiving the conviction. Staff must notify their respective Director of Education in writing of a conviction of a criminal drug statute occurring in the workplace within five days after receiving the conviction.

Students and Staff are subject to periodic testing in the event there is a reasonable suspicion of alcohol or drug use. Reasonable suspicion may emanate from a variety of circumstances including, but not limited to:

1   Direct observation of alcohol or drug use.

2   Physical or behavioral symptoms.

3   Abnormal or erratic behavior.

4   Marked changes in behavior.

5   Evidence of illegal drug or alcohol possession on the premises.

Refusing to be tested or tampering with a test will be interpreted to be the same as a positive result. A positive test result will result in disciplinary action.

Disciplinary action will take place within 30 days of notification and may include a letter of admonishment, suspension from school, enrollment in a rehabilitation program, dismissal from school, and/or referral for prosecution.

Intellectual Property Policy

1   Why has Full Sail adopted an Intellectual Property Policy?

    1.1   Full Sail encourages the creation and publication of scholarly, technical, literary, and artistic works as part of its mission to provide the best possible education. We recognize and appreciate that as employees of Full Sail you are diligently using your talents in creating teaching materials, audio tapes, video tapes, audio/visual projects, computer programs, and a variety of other materials ("Works") to serve the Full Sail student community. Full Sail also recognizes that, as part of the educational process, Full Sail faculty and students may from time to time collaborate on the production of audio/visual Works, which in turn may be subject to the intellectual property laws of the United States with respect to copyright, "fair use," and related issues. Therefore Full Sail has established this intellectual property policy ("Policy") to clarify important rights and issues that govern such Works.

1.2 Under federal copyright law, copyright protection subsists in "original works of authorship fixed in any tangible medium of expression, now known or later developed, from which they can be perceived, reproduced, or otherwise communicated, either directly or with the aid of a machine or device." The copyright exists from the moment of creation of the work. The following categories of material, whether published or unpublished, may be subject to copyright protection: (a) literary works, such as books, journal articles, textbooks, laboratory manuals, lectures, and computer programs; (b) musical works, including any accompanying words; (c) dramatic works, including any accompanying music; (d) pantomimes and choreographic works; (e) motion pictures and other audiovisual works, such as films, videotapes, videodiscs, or multimedia works; (f) pictorial, graphic, and sculptural works; (g) sound recordings, such as audio tapes, audio cassettes, phono records, or compact discs; and (h) architectural works.

1.3 Copyright protection does not cover the ideas or concepts embodied in a work, but rather the unique manner of expression. In general for works created after 1978 the term of the copyright is the life of the author plus 70 years or, in certain circumstances, the shorter of 95 years from the year of the first publication or 120 years from the year of creation. Subject to certain limitations, the owner of a copyright has the exclusive right to do and to authorize the following: (a) to reproduce copies of the copyrighted work; (b) to make derivative works based on the copyrighted work; (c) to distribute copies of the copyrighted work; (d) to perform the copyrighted work publicly; and (e) to display the copyrighted work publicly.

2   What are the precepts guiding this Policy?

2.1 The Policy recognizes that Works created by employees and independent contractors in the course of their employment at Full Sail are "works for hire" under state and federal law and are the property of Full Sail unless otherwise agreed to in writing. The Policy also recognizes that Full Sail has an ownership interest in those Works created by Full Sail students in the ordinary course of their studies, when such Works are created using Full Sail facilities and equipment.

2.2 The Policy also recognizes that from time to time, copyrightable Works may be created as part of a commission or sponsorship from an outside agency, external to Full Sail, and pursuant to an agreement between such agency or party and Full Sail. The Policy recognizes that under such circumstances, the copyright rights in these Works (referred to below as "Sponsored Works" and/or "Sponsored Projects") may be subject to the agreement between Full Sail and the sponsoring/commissioning party.

2.3 This Policy also seeks to prevent inadvertent activities that may endanger Full Sail's ownership interests and to provide clarification as to the rights of Full Sail faculty, employees, and students.

3   What are Full Sail's rights in Works?

3.1 Full Sail shall retain all copyrights, patents, and all other legal rights and interests in the following Works:

(a) All materials prepared by employees and contractors of Full Sail as part of their teaching activities or otherwise within the scope of employment, whether or not actually presented as such, as well as any specially-commissioned Works created by an employee or contractor within the scope of employment, as will be set forth in a specific written agreement between the employee and Full Sail.

(b) All recordings (including but not limited to audio or video recording) of any kind for teaching activities (lectures, workshops, etc.) and other Works that are presented or performed by Full Sail's employees or contractors.

(c) Newsletters, magazines, and all other literary Works published by or for Full Sail, and all articles contained in these Works which are written by Full Sail's employees or contractors.

3.2 All such Works shall constitute "Works Made for Hire" as defined by the copyright laws of the United States of America. In such circumstances, the normal salary or other remuneration paid to the employee or contractor shall ordinarily constitute full consideration for the creation of the copyrighted Work unless, in the case of specially-commissioned Works, additional consideration is agreed upon in writing by an authorized Full Sail official in advance.

3.3 Full Sail recognizes that its employees or contractors may make Substantial Use (as defined below) of Full Sail resources in creating copyrightable works within the scope of their employment, provided they have received the required approval(s) relating to the resource usage. Staff, students, and faculty intending to work outside the scope of their duties for Full Sail shall not make Substantial Use of Full Sail resources to create copyrightable works without advance permission in writing from Full Sail's General Counsel. Failure to obtain such approval shall cause any copyrightable Work created to be owned by Full Sail.

4   What Rights Do Full Sail Faculty or Students Have in their Works?

4.1 Students who create academic works, audio/visual Works, or other copyrightable Works while at Full Sail (e.g., dissertations, theses, student projects) own the copyright to such works.

4.2 Copyright ownership in a thesis, dissertation, or recorded materials prepared by a student toward degree requirements shall remain with the student provided that, unless otherwise agreed in writing, by submitting the work for credit or degree requirements, the student shall automatically be deemed to have granted a non-exclusive, worldwide, royalty-free license to Full Sail (i) to make available for viewing to the Full Sail community through electronic or other means the entire thesis, dissertation, or recorded materials; (ii) to make available to the broader public a limited number of copies of such thesis, dissertation, or recorded materials, for which Full Sail will make reasonable efforts not to reproduce and distribute in excess of twenty copies per year of each such thesis, dissertation, or recorded materials; and, (iii) to make a summary or abstract available to the Full Sail community and the public by electronic means without limitation on quantity of access or copying.

4.3 In the course of their studies at Full Sail, students may be involved in the creation of Works in consultation with, or under the supervision of, Full Sail faculty and staff and through the use of Full Sail equipment and facilities. Such Works may be related to course work, research, class projects, extracurricular activities, or other Full Sail projects. Ownership of copyright in materials created by Full Sail employees or contractors, including but not limited to faculty, librarians, staff, or students with Substantial Use of Full Sail resources that does not otherwise qualify as a Work for Hire as defined by the copyright laws of the United States shall be deemed transferred by the author(s) to Full Sail in accordance with Section 5 below, unless Full Sail agrees, in writing, to waive or

alter its rights. Notwithstanding the foregoing sentence, a transfer of copyright ownership to Full Sail shall not be required if a Work has been created with Substantial Use of Full Sail resources in accordance with the request or direction of Full Sail, unless the faculty or student author and Full Sail have entered into a specific written agreement governing copyright ownership with respect to the Work and approved by General Counsel. This shall apply to any and all copyrightable Works, including but not limited to motion pictures and other multimedia works, digital recordings, analogue recordings, computer software, visual works, and performance Works.

4.4 As used herein, Substantial Use of Full Sail resources shall mean the use of Full Sail laboratory, studio, audio, audiovisual, video, television, broadcast, computer, computational or other facilities, resources and staff or students in the ordinary course of the creation of the Works, except where such use would be considered de minimis. The term "Substantial Use" does not include the use of personal office space, local telephone, library resources, and personal computer equipment incidental to outside activities that are permitted.

5 Transfer of Rights to Full Sail

5.1 Where a Work subject to copyright is created with Substantial Use of Full Sail's resources as provided above, unless otherwise agreed in writing and approved by General Counsel, each faculty member, employee, staff, contractor, and student author of such work agrees to execute an irrevocable written transfer, assignment, or license to Full Sail, in a form approved by Full Sail, which provides for the following, unless otherwise disclosed by the assignor and, where relevant, agreed to by Full Sail:

(a) that the author transfers all right, title, and interest in and to the copyright to Full Sail;

(b) that the work is an original work created by the author, that there are no known joint authors (or that any joint authors are or have been identified in writing to Full Sail), and that the rights in such work have not been transferred, licensed, or assigned to any other entity;

(c) that any preexisting materials, whether copyrighted or in the public domain, reflected in the subject work, are or have been identified in writing to Full Sail;

(d) that the author shall not distribute any copies of the Work without Full Sail's permission and that any copies of the Work distributed by or with the authority of the author shall bear an appropriate copyright notice and notice of Full Sail's interest therein; and

(e) that the author shall execute any further documents and provide any additional information and cooperation necessary to obtain registration or deposit of the copyright or to enforce the rights in the copyright.

5.2 In some circumstances, it is difficult to determine whether and to what extent students are acting as agents or employees of the institution. Accordingly, course instructors should arrange to secure written agreements with students regarding copyright whenever Full Sail or its faculty have any doubt about copyright ownership of student-created works in which Full Sail believes it has ownership or other interests.

5.3 Works created collaboratively by students, staff, faculty, and/or others present special challenges with regard to copyright. Such Works may be owned in whole or in part by Full Sail if they fall within one of the categories described above. When Works are created collaboratively with other entities or institutions, Full Sail's interests and rights in such works shall be recognized and protected as consistent with this policy. If the parties intend for a Work to be jointly owned for purposes of copyright, such an intent should be set forth clearly in writing at the beginning stages of such a project.

5.4 Even if ownership is held by a single entity (such as Full Sail), the rights to use such Works can often be divided and shared so as to meet the needs of each party. For example, multiple parties may have non-exclusive rights to copy, display, or distribute a particular Work.

5.5 In the case of some collaborative works, especially those involving members of different categories within the Full Sail community (e.g., faculty and students; staff and students), the parties involved may decide to assign copyright to Full Sail in order to coordinate distribution, use, and (when appropriate) revenue sharing.

6 What are the rights in Works by Non-Employees/Contractors?

6.1 Full Sail requires copyright as well as physical ownership of works prepared expressly for Full Sail by non-employees, such as consultants or contractors to be retained by Full Sail. In order to transfer copyright ownership, a written agreement will be executed in which the non-employee and Full Sail both acknowledge copyright ownership in the name of Full Sail.

7 What is the Policy concerning the Use of Copyrighted Works by Full Sail Faculty, Staff and Students?

7.1 Full Sail is committed to complying with all applicable laws regarding copyrights. As an institution devoted to the creative process, Full Sail supports the responsible, good faith exercise of full fair use rights, as codified in federal law at 17 U.S.C. § 107, by faculty, librarians, staff and students in teaching, research, and service activities. Except as allowed by law, it is a violation of this Policy and law for Full Sail faculty, staff, or students to reproduce, distribute, display publicly, perform, digitally transmit (in the case of sound recordings or audio/visual works), or prepare derivative works based upon a copyrighted work without permission of the copyright owner.

7.2 Under United States Copyright law, the "fair use doctrine" allows certain specified uses of a copyrighted work without requiring prior permission of the copyright holder under certain situations. Full Sail supports "the responsible, good faith exercise of full fair use rights, as codified in 17 U.S.C. § 107, by faculty, librarians, and staff in furtherance of their teaching, research and service activities."

7.3 Full Sail faculty or staff who proposes to make fair use of a copyrighted work must consider in advance whether such use would qualify as "fair use." The four relevant statutory factors are as follows:

(a) The purpose and character of the use, including whether the use is of a commercial nature or is for nonprofit educational purposes;

(b) The nature of the copyrighted work;

(c) The amount and substantiality of the portion used in relation to the copy-righted work as a whole; and

(d) The effect of the use upon the potential market for or value of the copy-righted work.

7.4 It must be stressed that Full Sail is not a "nonprofit" educational establishment. Therefore, the designated person or persons at Full Sail shall issue and as necessary revise guidelines to assist faculty, staff, and students in making fair use evaluations. Anyone who requires assistance with fair use questions is encouraged to consult the Office of General Counsel.

7.5 Determination of whether a specific use of a copyrighted work may constitute infringement shall be made by the Office of General Counsel.

8 What is the Policy Concerning the Use of Full Sail's Name, Logos, or Marks?

8.1 Full Sail has spent considerable time and resources in developing and protecting its name, logo, and trade/service marks. Use of the Full Sail name, logo, or trade/service marks in connection with works, other than by way of identification of the creators as Full Sail faculty members, researchers, staff, employees, or students is, therefore, considered to be use of a significant Full Sail resource. Use of the Full Sail name, logos, or marks can affect the reputation and academic standing of the institution. Faculty members, researchers, other employees, and students may not participate in the creation or use of works that might give the impression of sponsorship by Full Sail when none exists. Any use of the Full Sail name, logo, or marks (other than to identify creators by their titles or affiliations with Full Sail) in connection with works created by faculty members, researchers, other employees, or students must be approved in advance by Full Sail.

8.2 Similarly, Full Sail must approve in advance the use of its name, logos, or marks in connection with any works created under collaborative agreements with outside entities (other than to identify creators by their titles or affiliations with Full Sail).

9 Who Will Administer the Copyright Policy and How Will It Be Administered?

9.1 Disclosure Policy. Whenever any student or staff member intends to create a copy-rightable work that is outside the scope of the academic program or employment of a student or staff member and that may involve Substantial Use of Full Sail resources, that person shall disclose such intent to the Office of General Counsel or to its designee, in the form and manner approved by Full Sail, to obtain in advance a tentative decision of the relevant official on whether the work will be a Work Made for Hire or will involve Substantial Use of Full Sail resources. In addition, if at any time a student, employee, staff member, or faculty member creates a copyrightable work that is a Work Made for Hire or involves Substantial Use of Full Sail resources, and such work or use of Full Sail resources has not received advance approval from the appropriate official, or if the basis on which an advance approval was given has materially changed, the student, staff member, employee, or faculty member shall make a disclosure to and seek a decision from the appropriate official on whether creation of the work was Work Made for Hire or involved Substantial Use of Full Sail resources. Failure to comply with this section may result in the forfeiture of the individual's rights under this policy. Such cases will be reviewed by General Counsel and additional sanctions consistent with other policies may be imposed in accordance with such policies.

Requests for modification of this Policy by Full Sail may be addressed on an individual basis with the party affected thereby.

9.2 **Registration, Deposit, Disposition, and Protection of Copyright.** Registration, deposit, disposition, and protection of all copyrights owned by Full Sail or in which Full Sail has rights hereunder shall be accomplished in accordance with Full Sail's directions, unless Full Sail elects in writing to waive such rights with respect to any work and to transfer such rights to the author.

9.3 **Copyright Administrator.** The General Counsel shall be the Copyright Administrator for Full Sail. The Copyright Administrator shall ensure that Full Sail's Copyright Policy is enforced and will supervise the preparation of copyright registrations and deposits for copyrightable works, maintain records, and provide advice to faculty, employees, staff, and students on copyrights and application of this policy.

9.4 **Advisory Council.** The Intellectual Property Advisory Council (which will include General Counsel) will serve to assist the Copyright Administrator in the negotiation of copyright matters, the evaluation of ownership, and the disposition of royalty income on copyright matters (where applicable), including the interpretation of this Policy. The Advisory Council shall make a ruling on any areas of dispute or conflict.

9.5 **Periodic Review.** Full Sail administration and the faculty committee shall review this policy at least once annually and, following such review, shall jointly determine whether modifications to the policy are necessary or desirable to best serve the interests of Full Sail and its faculty, staff, employees, and students. Proposed amendments that result from such review and joint determination shall be presented by the Advisory Council for final approval.

Use of Full Sail's Name, Logos, or Marks

All students of Full Sail University consent to abide by the following agreement:

STUDENT agrees not to use, register, or seek to register any trademarks, trade names, service marks, copyrights and copyrightable works, trade secrets, or other proprietary information, or any derivative thereof, whether now known or hereinafter developed, of FULL SAIL UNIVERSITY (collectively referred to herein as "Intellectual Property"), in any manner or media whatsoever, other than within the ordinary course of business conducted on behalf of FULL SAIL UNIVERSITY, without the express written consent of FULL SAIL UNIVERSITY. By way of example and not of limitation, without the express written consent of FULL SAIL UNIVERSITY (i) STUDENT is prohibited from securing, registering, or creating any website, email address, blog, or social media address or account that uses or refers to any Intellectual Property, and (ii) STUDENT is prohibited from submitting, sharing, displaying or uploading any Intellectual Property (including without limitation video, graphics, and other content found on public websites maintained by FULL SAIL UNIVERSITY and its affiliates) to or on any social media website, video-sharing website or any other media content-sharing website. STUDENT further agrees not to engage in any conduct or make any statements or representations that disparage or otherwise impair the reputation, goodwill or commercial interest of FULL SAIL UNIVERSITY. The foregoing obligations shall continue following any termination of employment, service, or other relationship between STUDENT and FULL SAIL UNIVERSITY. STUDENT acknowledges that the foregoing obligations are a material inducement for FULL SAIL UNIVERSITY to enter into a relationship with STUDENT.

Student Activities

Student organizations and clubs can be found on the Connect website. Click on Clubs on the Community Home page for a current list of Clubs, Leagues, and Associations.

Community Resources

Health-Care Referrals and Information

Hospice of the Comforter
605 Montgomery Rd.
Altamonte Springs, FL 32714
(407) 682 0808

Bereavement Support

University Walk-in Clinic
11550 University Blvd.
Orlando, FL 32817
(407) 282-2044

Winter Park Memorial Hospital
200 N. Lakemont Ave.
Winter Park, FL 32817
(407) 646-7000

Legal

Legal Aid
100 East Robinson
Orlando, FL 32801
(407) 841-8310

Orange County Bar Association
Lawyer Referral Service
(407) 422-4357

Attention Deficit Disorder/ Learning Disorder

AHEAD
107 Commerce Center Drive Suite 204
Huntersville NC, 28078
(704) 947-7779
(704) 948-7779 (fax)
www.ahead.org

ADDA
P.O. Box 7557
Wilmington DE, 19803-9997
(800) 939-1019

Council for Learning Disabilities: South Eastern Chapter
1118 Antioch Rd. Box 405
Overland Park KS, 66210
(913) 491-1011
(913) 491-1012 (fax)
CLDinfo@ie-events.com

Learning Disabilities Association
4156 Library Rd.
Pittsburgh, PA 15234-1349
(412) 341-1515
(412) 344-0224
www.ldanatl.org

Learning Disabilities Association of Florida
c/o Bridges Academy
894 Gary Hillery Dr.
Winter Springs FL, 32708
graceparrish@lda-fl.com
www.lda-fl.com

Attention Deficit Disorder/
Learning Disorder (Cont.)

National Center for Learning Disabilities
381 Park Ave. South Suite 1401
New York, NY 10016
(212) 545-7510
(212) 545-9665 (fax)
(888) 575-7373 (toll free)

Pathways Learning Center
1451 Pine Ave
Mt. Dora FL, 32757-3107
(352) 383-0309

Jobs & Benefits Offices

Orange County

One Stop Career Center
5166 E. Colonial Dr.
Orlando FL, 32803
(407) 531-1227 ext 4400

Osceola County

One Stop Career Center
1392 East Vine St.
Kissimmee FL, 34744
(407) 705-1555 ext 5400