

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. Academic Advisors can assist you in matters relating to academic progress and interaction with any staff member. Academic Advisors can assist with schedules, act as contacts for parents, serve as sources of information, offer referrals for community resources, and address any questions regarding school policy. Academic Advisors are available from 9:00 a.m. to 5:30 p.m. (EST), Monday through Friday, either by appointment or on an availability basis.

### Campus Students

Academic Advisors are located on the main campus on the second floor of Building 2. 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. See the Student Services staff at the reception desk to access the Housing Resources department.

### 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 voice mail, 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/academic engagement. In addition, all undergraduate students must attain an overall grade point average of 2.0 by graduation in order to be eligible to receive their diploma. All graduate 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 who graduate with a balance will not be issued a diploma and/or transcripts until 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 students are encouraged and expected to complete their education within the maximum time frame (MTF) for their program of study. To complete a program within the maximum time frame, a student will complete the program requirements by attempting no more than 1.5 times the program's required credit hours.

For example:

- An associate's degree that requires 60 credit hours would have an MTF of 90 credit hours attempted.
- A bachelor's degree that requires 120 credit hours would have an MTF of 180 credit hours attempted.
- A master's degree that requires 40 credit hours would have an MTF of 60 credit hours attempted.

Additional costs, such as living expenses and tuition, are associated with longer terms of enrollment. A student will also become ineligible for additional student financial aid assistance programs once the maximum time frame is reached or when it becomes apparent that the student will not complete the program requirements within the maximum time frame. Students approaching maximum time frame are encouraged to speak with their Academic and Financial Aid Advisors.

## Graduation and Graduation Ceremonies

Students' graduation date and ceremony date can be distinguished by the following criteria:

- Graduation Date: Student's date of academic completion
- Ceremony Date: Date of the campus and virtual graduation ceremonies, which may be different from the students' academic graduation date

## 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.

### 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. Students who have received a Grade-Forgiveness must relinquish it in order to be considered for Valedictorian.

### Salutatorian

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

## Credit for Previous Education

Students with previous postsecondary education may request credit for previous education.

### Transfer Credit

Those seeking transfer credit from another accredited postsecondary school while attending Full Sail University must submit a copy of their official transcripts to the Document Management team. To receive transfer credit, students must have successfully completed courses similar in scope and content to Full Sail University courses. In order to be considered for transfer credit, a copy of official college transcripts must be submitted within the first two weeks of attendance at Full Sail University.

For classes that begin the first week in a degree program, a copy of official college transcripts must be received before classes begin. The right to receive transfer credit for a course is only granted for successful completion of prior education in subjects that have received a grade of C or better. Transfer credits are awarded based on courses already completed and recommendations to attend courses at other institutions cannot be provided. Acceptance of transfer credit may change a student's eligibility for certain types of financial aid. All credits will be automatically applied to the end of the student's academic program, unless specification not to transfer some or all of the credits is received.

Full Sail University may request additional documentation to verify and/or assess the preparation provided by the issuing institution. In all cases, Full Sail University retains the sole discretion to determine the transferability of credits.

Procedure:

- Upload a copy of official transcripts through Launch (the student portal).
- Transcripts will be reviewed by the Document Management team.
- Applicants will be notified of transfer credit approval or denial prior to their expected start date.

To determine the cost and transferability of credits, contact Full Sail University's Admissions department.

## Credit by Examination

Undergraduate campus-based students are eligible for credit by examination (CE) to earn credit toward graduation. Undergraduate campus students who have work experience or who cannot provide a college transcript prior to the deadline for submission may take a CE test for each course for which credit is being sought and must obtain a score of 75 percent or better in order to receive credit. CE tests must occur within the first two weeks of attendance at Full Sail. For courses that begin the first week, the test must be taken before the course begins. A minimum of 25 percent of an undergraduate degree program's semester hours or equivalent must be taken to receive a degree from Full Sail University. Matriculation agreements with other postsecondary institutions or universities are handled on an individual basis and may negate the usual testing procedure.

CE tests can only be taken once. There is no fee to take a CE test, but the CE test must be scheduled through the Enrollment or Student Success department prior to the beginning of the course. Once a student starts a course, he or she is no longer eligible to take the CE test for that course.

Graduate online students who have at least five years of management and/or leadership experience may be eligible for credit by examination. For the Business Intelligence Master of Science, Entertainment Business Master of Science, and Digital Marketing Master of Science graduate degree programs, a maximum of five courses may be considered for credit by examination. Prospective students will be asked to submit their undergraduate transcript, their résumé, and a letter of intent to qualify for credit by examination. The final decision to allow CE tests rests with the Program Director of the graduate degree program. Not all courses in these programs are eligible for credit by examination. Graduate students must achieve a score of 85 percent or better in order to receive credit. A majority of the credits required for a graduate degree program must be completed at Full Sail University.

If credit is earned, the tuition and credit hours are revised for the degree program accordingly. Successful completion of a CE test results in a test-out (TO) on the student's transcript. The credit does not affect the student's GPA but does count as hours toward graduation and maximum time frame.

CE tests are not available for all courses. Some technical courses may require both a written test and a practical test. Many intermediate and advanced courses in the program's core curriculum are not eligible for credit by examination. A specific list of courses available for credit by examination may be obtained from the Enrollment team. Credits earned via credit by examination may change a student's eligibility for certain types of financial aid.

## Credit for Military Education and Training

Students who have completed military courses or have military experience may submit a copy of their SMARTS (Sailor/Marine American Council on Education Registry Transcript), AARTS (Army/American Council on Education Registry Transcript), Community College of the Air Force, or Coast Guard Institute Registered Transcript to the Document Management team. Consideration credit will also be given for any course or experience with an ACE credit recommendation. Please be aware that an ACE credit recommendation does not guarantee Full Sail University credit for that course or experience.

Active military students should audit and review their military transcripts periodically (every six months if on active duty) for updates and modifications. Speak with your Academic Advisor if there have been updates.

## Transferability of Credit

Questions regarding matriculation should be directed to the institution at which continued education is being sought. The transferability of credit from Full Sail University to another institution is at the discretion of the accepting institution. It is the student's responsibility to confirm whether or not credits will be accepted by another college.

# Global Professionalism Standards

The Global Professionalism Standards (GPS) program 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.

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 system does the following:

- 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 and media 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.

All students agree to abide by the terms and conditions of Full Sail's Code of Conduct. All students, with the exception of students enrolled in the Intensive English program, will be graded on their adherence to the University's GPS standards. 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 through 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	2 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: Fighting, Verbal Abuse, Sexual Harassment, etc.	20 points

### 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: Text Messaging, IM-ing, Surfing the Internet, etc.	5 points

### 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 Full Sail 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: Fighting, Verbal Abuse, Sexual Harassment, etc.	20 points

### 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 Full Sail 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.

## Full Sail University's Artificial Intelligence Mission Statement

At Full Sail University, it is our mission to embody the spirit of innovation. Within this mission, we are committed to providing our students an education that is forward thinking as we prepare them to enter an ever-changing world. Full Sail University recognizes the transformative potential of artificial intelligence (AI) technology and enthusiastically embraces it as a conduit to advance our academic objective and prepare our students for a dynamic technology landscape. We acknowledge our responsibility to embrace AI technologies ethically and responsibly within the context of entertainment, media, and technology education, while advancing education methods that assist our students. Full Sail University's commitment to our communities are as follows:

**Student:** Our commitment to AI technology is grounded in our promise to provide our students with real-world education that equips them with the knowledge, skills, and tools needed to persist and progress in the modern workforce. We understand the concerns about the impact of AI, and we are committed to utilizing and promoting this technology in an ethical, transparent, and responsible manner. By teaching our students how to navigate with this technology, we serve to empower them to be at the forefront of the implementation of these tools and dynamic skillsets.

**Faculty:** We are eagerly committed to developing AI technology systems that will enable our faculty to provide dynamic support for our students' learning, leveraging this technology throughout our University learning platforms. We champion our faculty members' individual approach to their subject matter and instructional methodologies. Our courses may extend unique guidelines and parameters for the use of AI as it relates to coursework and curriculum expectations.

**The Industry:** Full Sail also recognizes the arrival of AI technology in the academic arena as an opportunity as an institution of higher education to take a position as a thought leader in this field. Our first initiative as a school is in building a cross-departmental and cross-sectional committee to explore AI and its academic impacts and potential. As we explore new applications of AI and develop academic and research programs in this field of study, we will grow progressively and reflexively within this terrain. Full Sail University is committed to providing this context to the broader academic community as well as working together with other institutions to integrate this technology in innovative, productive, and ethical ways.

## Artificial Intelligence Policy

As stated in Full Sail's AI mission statement, our commitment to AI technology is grounded in our promise to educate students in the faculties needed to thrive in the industry as it continues to evolve. By teaching our students how to navigate the complexities of AI, we serve to empower them to be at the forefront of the implementation of these tools and to develop unique skill sets.

The use of generative AI tools, such as ChatGPT, DALL-E, Grammarly, or similar technologies, to complete course assignments is subject to the discretion of the instructor. Students must contact their instructor to determine if AI tools are permitted in their course.

Generative AI tools should be used to enhance the learning experience and support the completion of assignments. Students are responsible for the quality and integrity of the work they submit. This includes:

- Appropriately citing all sources, including those generated or assisted by AI tools.
- Ensuring the originality of their work and avoiding any form of plagiarism.
- Verifying the accuracy of the information provided in their submissions.

Students must use AI tools ethically and responsibly. If an AI tool is used for any part of an assignment, it must be properly cited following appropriate academic citation guidelines. Failure to correctly attribute AI-generated content will be considered a violation of the institution's Academic Dishonesty policy.

Students are encouraged to discuss any questions or concerns about the use of AI tools with their instructors to ensure compliance with course and institutional policies.



# 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 Campus Safety & Security Handbook available from the Support tab on Full Sail One ([one.fullsail.edu](http://one.fullsail.edu)) 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.

### Forgery

No student shall take, attempt to take, or assist in the taking of money, property, services, identity, or any item of value for which they do not have rightful possession.

Forgery, alteration, or misuse of any university document, record, key, electronic device, or identification is prohibited.

### Fraud

Fraudulent use of checks, credit card or bank account numbers, or other attempts to engage in illegal and deceptive financial transactions is prohibited.

## Bullying

Any form of bullying is strictly prohibited on campus. The following behaviors are considered bullying:

Engaging in verbal abuse, threats, intimidation, harassment, coercion, bullying, or other conduct that threatens or endangers the mental or physical health/safety of any person or causes reasonable apprehension of such harm that is persistent, severe, or pervasive and is subjectively offensive to the complainant and objectively offensive to a reasonable person.

## 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
- Forgery, fraud, or bullying

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**

Active students who are arrested while attending Full Sail University may be dismissed depending on the nature of the charge(s). Students should report any arrests to the Student Conduct Manager. While traffic violations may not result in disciplinary action, crimes of a violent nature may result in dismissal. Academic management will review the student's charge(s), and a decision on enrollment will be communicated to the student by the Student Development department. 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 and media 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.

## Use of Preferred Name

Full Sail University serves a large community of diverse individuals. To ensure that all students enjoy a supportive school environment, students may choose to use a Preferred Name, such as a middle name, not necessarily their Legal Name under this policy. This opportunity is also available for international students who want to use an Americanized name, any student who prefers to go by a middle name or shortened first name, and LGBTQ students.

Additionally, when a student notifies the school administration that the student will assert a gender identity that differs from previous representations or records, the school will begin treating the student consistent with the student's gender identity. There are no legal or medical documents required, nor will the school ask for any documents if the student makes this request.

## 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 labs. Food and drink spills in the studios can damage very expensive equipment and cause rodent and pest problems.

### **No Cell Phones in Class**

In order to provide an effective learning environment for all students, please silence your cell phone before class. You can receive GPS deductions if your cell phone 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, ideas, 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 or Keynote 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](http://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 Student Conduct Manager.
- 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](http://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 Conduct 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 Full Sail One.

#### **Support**

The Surgeon General warns smoking causes Lung Cancer, Heart Disease, Emphysema, and may complicate pregnancy; anyone wanting help quitting smoking can search for available programs provided by the American Cancer Society at [www.quitnow.net](http://www.quitnow.net).

Note: Students should direct their concerns to Security or an Academic 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.

## Continual Enrollment

Students will continue to be scheduled each month unless they submit a Withdrawal Request form to their Student Advocate requesting to withdraw from their program.

## 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 visits, conventions, etc.) will need to be scheduled as they occur.

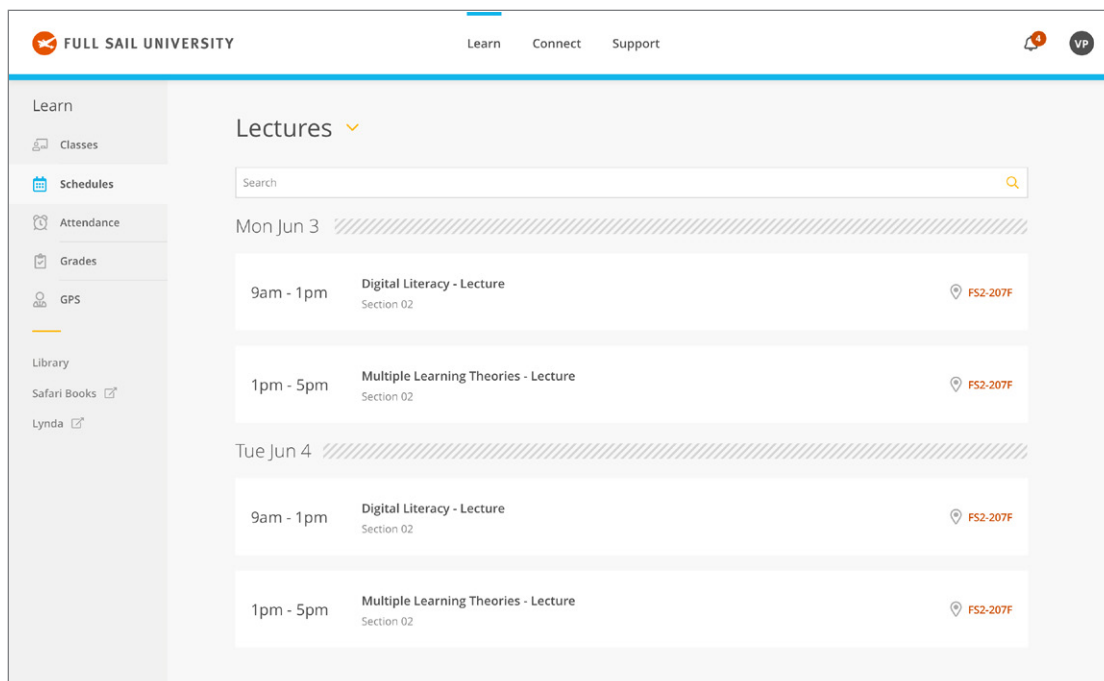
Full Sail operates on a 24-hour schedule. Most lectures will occur at 9:00 a.m., 1:00 p.m., or 5:00 p.m. and are typically four or three hours in length. In any given month, your schedule could reflect a Monday-through-Friday track or a Tuesday-through-Saturday track. This can and most likely will change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

Schedules are uploaded monthly to Full Sail One ([one.fullsail.edu](http://one.fullsail.edu)), typically late Wednesday afternoon of the final week of your current class. You should follow the Scheduling department on Full Sail One to see when academic schedules have been posted and are ready for viewing. To find your schedule, click the Learn tab on Full Sail One and then select Schedules from the left side panel. The current term's courses are listed with your scheduled days and times displayed in a 12-hour format. Please note that online courses will not be reflected on your schedule and should be accessed on Full Sail Online.





The Learn tab on Full Sail One shows your campus classes sorted by date and day of the week, starting with the most current. To the right of the course name is the specific room where you will report for class. Clicking on the room number will bring you to a support article with maps of the various buildings on campus.

Additionally, the All Schedules drop-down menu at the top of the page allows you to filter your schedule by Lectures and Labs. You can search for a specific lecture or lab using the search bar at the top of the page.

## Schedule Adjustments

Students may request a schedule adjustment prior to and up until 12:00 p.m. (ET) on Wednesday of the first week of class. A schedule adjustment may impact financial aid eligibility, satisfactory academic progress, and enrollment status. Students must request a schedule adjustment through Full Sail One or by contacting their Academic Advisor or Student Advocate.

## Project and Portfolio Courses

Every undergraduate academic track includes an integrated portfolio system that runs throughout your Full Sail core curriculum. In these portfolio courses, you will have an opportunity to flex your skills and have a platform for receiving feedback on your progress from faculty mentors and peers.

Your portfolio courses will occur regularly throughout your undergraduate program track, and each portfolio course is a highly personalized and creative experience. You will work directly with faculty mentors to create new projects using the skills and techniques that you have mastered up to that point in your educational journey. Throughout your core coursework, activities will also be designed that will help enhance and expand your growing suite of skills. When you complete your program, you

will have a comprehensive portfolio of all of your work to showcase to prospective employers, clients, investors, and industry groups.

## Career Education

Full Sail University provides students with opportunities to invest seriously in their professional growth. Because of our Career Development department's many interactions and experience within the industry, we are able to provide you with a professional-development education that directly correlates with the expectations of today's employers.

### Professional Development Seminars

Your undergraduate curriculum includes two Professional Development Seminars tailored to your program of study. In these seminars, you will build on your prior course work to gain an understanding of career opportunities, topics of study, and current issues in the industry. These courses also focus on strategies for connecting with industry professionals. At various times throughout the month, guest speakers will share their insights into real-world professional experiences.

### Career Readiness Courses

Full Sail's bachelor-level curriculum also includes a Career Readiness course led by an industry professional. In this course, you will prepare for the job market and continue to develop your personal brand. You will also learn best practices for crafting a résumé, cover letter, and portfolio designed specifically for your chosen industry. This course will enable you to navigate networking opportunities, the job search, and standard industry practices for employment interviews.

# Academics and Attendance

## Grading

A passing grade in a certificate or undergraduate-level degree program is a D– or a numerical grade of 60. A passing grade in a master-level degree program is a C or a numerical grade of 73.

The failure of a course taken either online or on campus will affect a student's cumulative grade point average, thereby possibly resulting in a probationary status. If no improvement is shown over the designated period, a student's status will then be determined by the Director of Academic Advising. This determination may result in an interruption of training.

## Academic Grading Scale

Effective June 2021, the grading scale is as follows:

Undergraduate Grading Scale			Graduate Grading Scale		
A	93–100 percent	4.0	A	93–100 percent	4.0
A–	90–92	3.75	A–	90–92 percent	3.75
B+	87–89 percent	3.25	B+	87–89 percent	3.25
B	83–86 percent	3.0	B	83–86 percent	3.0

**Undergraduate Grading Scale**

B–	80–82 percent	2.75
C+	77–79 percent	2.25
C	73–76 percent	2.0
C–	70–72 percent	1.75
D+	67–69 percent	1.25
D	63–66 percent	1.0
D–	60–62 percent	0.75
F	0–59 percent	0.0
I	Incomplete	0.0

**Graduate Grading Scale**

B–	80–82 percent	2.75
C+	77–79 percent	2.25
C	73–76 percent	2.0
C–	70–72 percent	1.75
D	60–69 percent	1.0
F	0–59 percent	0.0
I	Incomplete	0.0

*\*Prior to June 2021, the grading scale was as follows:*

**Undergraduate 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

**Graduate 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 and submit it to the Registrar who will record the corrected grade. Overall GPA is calculated by taking an average of the course grades using the unweighted 4.0 scale.

## Attendance

Students are expected to attend all scheduled class, laboratory, and examination periods each week. If the student misses 14 consecutive days, the school will determine that the student is no longer attending the University and administratively withdraw the student. The institution may consider reinstating a student who confirms their continued enrollment with written communication prior to the finalization of the withdrawal process.

### Exemption

If the student successfully completes 49 percent or more of the days in the semester or successfully completes at least half-time coursework for the semester, a *Return to Title IV Calculation* will not be required. Successful completion is defined as receiving a passing grade in the course.

## Attendance Requirements in On-Campus Courses

Students attending on-campus courses will earn grades for both academically related activities and attendance. Students in on-campus courses are required to obtain a passing grade in each course and have a minimum of 90 percent attendance in scheduled lectures, seminars, and lab sessions to successfully complete the course.

If unexcused absences exceed 10 percent of a course's total hours, students will fail the course. In addition, for on-campus courses, an accumulation of five unexcused "tardies" equals one unexcused absence. Leaving class early is considered an unexcused absence.

\*Students in the Intensive English program: Please see the Intensive English Student Handbook.

## Academic Engagement/Attendance Requirements in Online Courses

Students attending online courses will earn grades for academically related activities and Academic Engagement. Students taking an online course are required to adhere to the University's Academic Engagement Policy. For students in an online course, Academic Engagement is defined as actively participating in their online course as outlined below, and these activities are monitored regularly.

### Academic Engagement Policy

**Weekly** Academic Engagement is required for students in all online courses, and failure to demonstrate regular Academic Engagement may place a student at risk of being withdrawn. If a student fails to begin an online course within the University's LMS within the first week of the course and does not complete any engagement activities within this week, the student may be removed from the course for lack of engagement and will be at risk of being withdrawn from the school.

### Academic Engagement Defined

For online courses, Academic Engagement is defined by completing activities **through Full Sail Online, which is the University's LMS, or across specific Full Sail-approved platforms outside of the LMS**. Each online course may be composed of different types of Academic Engagement activities in order to fulfill its specific educational objectives. Academic Engagement in an online course includes but is not limited to the following academic activities:

- Attending a synchronous class session online, where there is an opportunity for interaction between the instructor and students
- Submitting an academic assignment
- Taking an assessment or an exam
- Participating in an interactive tutorial, webinar, archived lecture, or other interactive computer-assisted instruction
- Participating in a study group, group project, or an online discussion that is assigned by the instructor
- Interacting with an instructor about academic matters

## 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	For example, 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 Career Development 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 to Address Campus Attendance Hours

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 an extra assignment as makeup work 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. Makeup assignments vary from course to course and by instructor as well.

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 campus attendance to a maximum of 90 percent.

A student who misses more than 20 percent of the course hours must repeat the course, even if the absences were excused.

## Time Limits for Makeup Work

Makeup work must be completed and turned in to the Course Director within three weeks after the end of the course or by the due date assigned by the instructor, whichever date comes first. Failure to complete and turn in makeup work within the time limit forfeits eligibility for makeup.

## Makeup Work to Address Missed Assignments

Students should always discuss any missed assignment with their instructor to determine options for making up that work. Instructors may offer extensions if warranted. Some courses may permit students to be eligible for a grade of Incomplete. This would allow the student a longer period of time (up to 90 days) in which to complete a course. This is not a recommended option for many courses due to the accelerated nature of Full Sail's programs but can be offered in extenuating circumstances. If the student does not complete what is required to clear the Incomplete grade within the 90 days, it will automatically become an F.

## 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 *one.fullsail.edu* or contact an Academic 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 *one.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/academic engagement who fail a course are permitted to retake the course. Students must maintain satisfactory progress throughout the second attempt and complete all coursework given. If a student withdraws from the University 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 will be assessed a course retake fee of \$889 for each course they are required to repeat, effective May 1, 2025.

There are courses in certain programs that students must complete within two to four attempts or they will be dismissed from the program. This information is provided in the Course section of the catalog and Full Sail One.

# Full Sail One: The Student Portal

## What Is Full Sail One?

Full Sail One (*one.fullsail.edu*) is a digital platform that allows students and staff members of the Full Sail community to find information, connect with one another, and stay abreast of news and events.

Full Sail One is composed of:

- 1 Home—Displays online courses and the latest Stories and Events
- 2 Learn—Schedules, Grades, Attendance, and links to classes in Full Sail Online
- 3 Connect—News Stories, Events, and program-related content
- 4 Support—Support tickets and Knowledge Base resources
- 5 Profile—Bio, Change of Address, and Emergency Notification System

Full Sail One also offers access to your most frequently used resources, such as Schedules, Grades, 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 Full Sail One

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 platforms. The same username will be used as part of your Full Sail email address (example: *username@student.fullsail.edu*), so it is important to choose a name that will look professional on a résumé or in any communications with industry contacts.

Once your account has been created, you will be directed to Full Sail One at *one.fullsail.edu*. Use your Full Sail email address to log in to this site.

## Community Student Portal

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

## Email

Once you have created your Full Sail account, you can access your email by clicking on your Profile icon in the upper-right corner of Full Sail One and selecting "Email." Alternatively, you can access your Full Sail email by going to either of these addresses: *http://mail.fullsail.edu* or *https://mail.office365.com*.

Your email address will consist of the username you selected when you registered for your Full Sail account:

*username@student.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](mailto: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 your Profile icon in the upper-right corner of Full Sail One and selecting "Email." Alternatively, you can access your Full Sail email by going to either of these addresses: <http://mail.fullsail.edu> or <https://mail.office365.com>.

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

Yes. As each mobile device has different settings, please refer to the Support article on Full Sail One for further instructions: [https://one.fullsail.edu/support/knowledge\\_base\\_articles/technical/199](https://one.fullsail.edu/support/knowledge_base_articles/technical/199).

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

Yes. Please refer to the Support article on Full Sail One for further instructions: [https://one.fullsail.edu/support/knowledge\\_base\\_articles/technical/238](https://one.fullsail.edu/support/knowledge_base_articles/technical/238).

**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 submit a Support ticket through Full Sail One or send a message to [emailissues@fullsail.com](mailto: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 in to Full Sail One and select the Learn tab at the top. Then, from the left side of the page, click Schedules.

### **Q: How do I check my grades and attendance?**

In order to access your grades and campus attendance information, log in to Full Sail One and click Learn. Then select Grades or Attendance.

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

Yes. Grades and campus 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 contact an Academic Advisor to correct the problem. View Academic Advising's About page on Full Sail One for information: <https://one.fullsail.edu/connect/departments/academic-advising/8/about>.

## 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 Academic Advisors. View Academic Advising's About page on Full Sail One for information: <https://one.fullsail.edu/connect/departments/academic-advising/8/about>.

### **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 an Academic 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, submit a Support ticket through Full Sail One.

**Q: What is the Full Sail Online Orientation course?**

The Full Sail Online Orientation course is 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 Online Orientation course?**

To take the course, click on the Learn tab at the top of the Full Sail One website and select the Online Orientation course listed.

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

**Q: What happens if I fail the Online Orientation course?**

If you fail, you can take the Online Orientation course again—simply follow the instructions contained in the FAQ “How can I take the Online Orientation course?”

**Q: How is attendance monitored for online courses?**

For students in an online course, Academic Engagement is monitored regularly and is required on a weekly basis. Refer to the “Academic Engagement/Attendance Requirements in Online Courses” section of this publication.

**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. You must complete each assignment of the course within its given timeframe. By the same token, if you do not begin an online course within the University’s LMS within the first week of the course and do not complete any engagement activities within this week, you may be removed from the course for lack of engagement and will be at risk of being withdrawn from the school.

**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, click on the Learn tab at the top of Full Sail One and select Online Orientation from your list of current courses.

**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 Microsoft Word document and copy and paste 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 retype the response should a time-out occur, but also provides a valuable back up in the event you need to resubmit your work or have it available for your instructor.

**Q: How do I contact Online Education technical support?**

To access Technical Support, log in to Full Sail One, click on the Support tab, and Open a New Ticket using the button provided for direct assistance. You can also contact Technical Support by phone at 1-855-374-3572. You are encouraged to browse the Support Knowledge Base of articles and topics on Full Sail One for specific and quick access to information.

## 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 through the Learn tab of Full Sail One.

### 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@student.fullsail.edu*

You can access your student email at <http://mail.fullsail.edu> or by clicking on your Profile icon in Full Sail One and selecting Email. Your 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 find the Terms of Use on Full Sail Online under your Profile icon in the upper-right corner.

## Frequently Asked Questions

### Grades

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

In order to access your grades information, log in to Full Sail One and click on the tab labeled Learn at the top. Then select Grades from the left side panel 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 an Academic Advisor to correct the problem. View Academic Advising's About page on Full Sail One for information: <https://one.fullsail.edu/connect/departments/academic-advising/8/about>.

### 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 Academic Advisors. View Academic Advising's About page on Full Sail One for information: <https://one.fullsail.edu/connect/departments/academic-advising/8/about>.

**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 log in 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), log in to Full Sail One and navigate to the Support tab, where you can open a new support ticket for direct assistance or browse from a list of support topics and articles in the Knowledge Base.

**Q: How do I contact an Academic Advisor?**

In order to contact an Academic Advisor, navigate to the Connect tab on Full Sail One, select Departments, and then click on Academic Advising. You will find department contact information and office hours on their About page.

If you are unable to access Full Sail One, send an email with your inquiry to [StudentSupport@fullsail.com](mailto:StudentSupport@fullsail.com).

**Q: How do I contact Technical Support?**

To access Technical Support, log in to Full Sail One, click on the Support tab, and Open a New Ticket using the button provided for direct assistance. You can also contact Technical Support by phone at 1-855-374-3572. You are encouraged to browse the Support Knowledge Base of articles and topics on Full Sail One for specific and quick access to information.

## Satisfactory Progress

### Progress Records

The school permanently maintains progress records. All grades are recorded on students' private Learn tab on Full Sail One. Full Sail does not produce report cards; therefore, students may download and/or print this information for parents.

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 students' personal Learn tab on Full Sail One.

### For Online Students

Full Sail University believes that students must actively engage within their online course to receive an authentic learning experience. Online courses are monitored for students' **weekly** Academic Engagement. For online courses, Academic Engagement is defined by completing activities through Full Sail Online, which is the University's LMS, or across specific Full Sail-approved platforms outside of the LMS. Each online course may be composed of different types of Academic Engagement activities in order to fulfill its specific educational objectives.

Academic Engagement in an online course includes but is not limited to the following academic activities:

- Attending a synchronous class session online, where there is an opportunity for interaction between the instructor and students
- Submitting an academic assignment
- Taking an assessment or an exam

- Participating in an interactive tutorial, webinar, archived lecture, or other interactive computer-assisted instruction
- Participating in a study group, group project, or an online discussion that is assigned by the instructor
- Interacting with an instructor about academic matters

If a student fails to maintain **weekly** Academic Engagement and therefore Satisfactory Progress, he or she will be contacted by a member of the Student Liaison team to discuss an action plan for improvement.

## Student Transcripts

Transcript requests should be made through our online transcript service. It can be accessed through the student intranet site, Full Sail One, or directly at <https://www.parchment.com/u/registration/34985/account>; or by mailing a letter to the University, Attention: Transcript Request, that includes the full name, date of birth, last four digits of the social security number, program of study, and signature.

Requests for transcripts are processed within 10 days of receipt of the request. For each official transcript sent via mail, there is a \$5.00 charge. For each official transcript sent electronically, there is a \$3.00 charge. There is no fee for unofficial transcript requests.

## Maintaining Satisfactory Progress

Students should be aware that GPA and pace of completion are affected by course incompletes, withdrawals, or repetitions or transfers of credit from another institution.

Grade Forgiveness	Included in credits attempted and SAP
Withdrawal	Included in credits attempted and SAP
Incomplete	Included in credits attempted and SAP
Withdraw Passing	Included in credits attempted and SAP
Withdraw Failing	Included in credits attempted, SAP, and GPA

## Undergraduate Degree Students

Undergraduate degree students must successfully complete a course with a grade of D or above. Financial aid students who do not maintain Satisfactory Progress may 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 a satisfactory grade point average as well as a satisfactory rate of progress (ROP).

Undergraduate students must achieve the following GPA:

- Up to 25% of program completion, achieve an GPA of 1.0
- Between 25 and 50% of program completion, achieve a GPA of 1.5
- Between 50 and 75% of program completion, achieve a GPA of 1.75
- Between 75 and 100% of program completion, achieve a GPA of 2.0

A student's ROP is calculated by dividing the number of credits earned by the number of credits attempted. For instance, if a student has attempted 110 credits but only successfully earned 75 of those credits, the ROP would be 68.2 percent.

Undergraduate students must also achieve the following ROP:

- Up to 25% of program completion, achieve an ROP of 50%
- Between 25 and 50% of program completion, achieve an ROP of 55%
- Between 50 and 75% of program completion, achieve an ROP of 60%
- Between 75 and 100% of program completion, achieve an ROP of 66.67%

Satisfactory Academic Progress (SAP) will be monitored at the end of each semester in order to provide an intervention for those who do not meet the SAP standards. Failure to obtain these averages may result in the student being placed on Academic Probation.

## Graduate Degree Students

Graduate degree students must successfully complete a course with a grade of C or above. Financial aid students who do not maintain Satisfactory Progress may 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 a satisfactory grade point average as well as a satisfactory rate of progress (ROP).

Graduate students must achieve the following GPA:

- Up to 25% of program completion, achieve a GPA of 2.0
- Between 25 and 50% of program completion, achieve a GPA of 2.5
- Between 50 and 100% of program completion, achieve a GPA of 3.0

A student's ROP is calculated by dividing the number of credits earned by the number of credits attempted. For instance, if a student has attempted 60 credits but only successfully earned 48 of those credits, the ROP would be 80 percent.

Graduate students must also achieve the following ROP:

- Up to 50% of program completion, achieve an ROP of 60%
- After 50% of program completion, achieve an ROP of 66.67%

Satisfactory Academic Progress (SAP) will be monitored at the end of each semester in order to provide an intervention for those who do not meet the SAP standards. Failure to obtain these averages may result in the student being placed on Academic Probation.

## Intensive English Certificate Students

Students in the Intensive English certificate are required to make regular progress in the English language. This requires the following:

- Pass each course with a 70% or higher
- Regularly attend class (90% of class hours)
- Respect university policies, including academic and behavioral requirements
- Regularly complete in-class and out-of-class work at an average level or higher
- Make progress in the English language

Students who do not meet these requirements for progress will be placed on Academic Probation. During this time, students are advised as to the level of improvement or the action necessary to

rectify the probationary status through meetings with their advisor(s) and written notification via the Academic Recovery Plan. Students are removed from Academic Probation when student progress standards have been met.

Students who do not make academic progress for four terms will be dismissed from the Intensive English certificate. A term at Full Sail University is one month in length. This policy requires that students in Intensive English make continuous progress and must not fail four terms at any point in the certificate. If a student on the F-1 student visa is dismissed from the Intensive English certificate, his or her SEVIS record and I-20 will be terminated immediately. Students in Intensive English courses may only withdraw from a course based on documented extenuating circumstances. All withdrawals must be approved by students' Academic Advisor and International Advisor/designated school official (DSO), if applicable.

## Evaluation Process

Satisfactory Academic Progress is evaluated each semester. Students who do not meet the dual requirements of GPA and ROP may become ineligible to receive financial aid. A student's first instance of failure to meet SAP standards will result in the student being placed on Academic Probation and Financial Aid Warning. When students fail to achieve SAP, they are monitored for a probationary period of one semester to allow them time to recover academically and regain SAP.

A Student Advocate will notify students of their unsatisfactory status and inform them of its impact on their academic progress. Students are advised to complete an Academic Recovery Plan to assist them in regaining SAP. Students' Financial Aid Advisors will also advise them of the impact their unsatisfactory status will have on their financial aid.

Students may continue to receive financial aid for one semester after the first instance of being placed on Financial Aid Warning due to an unsatisfactory academic progress status. Students who have a second consecutive instance of not meeting SAP standards will become ineligible for financial aid in the upcoming semester and may face being administratively withdrawn from their degree program. Students who were not able to maintain SAP due to extenuating circumstances are able to submit an appeal to their Student Advocate to regain financial aid eligibility and remain enrolled for the upcoming payment period.

## Appeals

Students who have lost their financial aid eligibility due to two consecutive semesters of unsatisfactory academic progress status may appeal their loss of eligibility. Appeals must be submitted to their Student Advocate no later than two weeks after the new semester begins. Unusual or extraordinary circumstances such as illness, death, catastrophe, or relocation may be considered. Along with the application for appeal, students are required to submit a copy of their Academic Recovery Plan and documentation supporting any extenuating circumstances that caused the academic difficulty. The Appeals Committee reviews all applications and responds to all applicants in writing with a decision of approved or denied. In the event that the appeal is denied and the student remains ineligible for financial aid, the student can regain their financial aid eligibility by reestablishing a satisfactory academic progress status.



## Grade-Forgiveness Policy

A Grade-Forgiveness replaces a failing grade with a grade of GF. The credits attempted for this course are included in the rate of progression calculation but not in the calculation of the grade point average.

The following are the maximum allowable Grade-Forgiveness opportunities:

- Two (2) for an associate's degree
- Two (2) for a bachelor's completion degree
- Four (4) for a full bachelor's degree
- Two (2) for a master's degree

In order to be eligible for Grade-Forgiveness, students must meet one of the following requirements:

- Have failed the course for grade and/or attendance/academic engagement reasons and must have successfully repeated the failed course.
- If enrolled in a master's degree program, have received a final of 2.0 (C) or lower and/or failed for attendance/academic engagement reasons and must have successfully repeated the failed course.

A course that receives Grade-Forgiveness will appear on student transcripts as a GF. To apply for Grade-Forgiveness, students should complete the necessary paperwork with an Academic Advisor.

In order to be considered for Valedictorian or Salutatorian, a GF must be removed from the student's record and the original grade must be included in the calculation.

## Academic Monitoring and Academic Probation

Full Sail University students are required to maintain Satisfactory Progress (as defined above) during their academic journey.

Attendance is recorded daily for campus-based courses. Grades are recorded on a periodic basis as the Course Director submits them. Students' progress is examined at the end of each semester. Failing multiple courses may result in students being placed on Academic Monitoring or Academic Probation. Students unable to maintain Satisfactory Progress may also be placed on Academic Probation. During this time, students are advised as to the level of improvement or the action necessary to rectify the probationary status through meetings with Student Development or their advisor and written notification via the Academic Recovery Plan. An interruption of training will affect the expected graduation date of the program.

The length of Academic Probation is clearly defined for the student by the Student Advocate in the Academic Recovery Plan contract.

A Student Advocate will notify students that they are being placed on Academic Probation. At the end of the probationary period, the student's grades and attendance/academic engagement will be reviewed. Students will be removed from probation if sufficient improvement in grades and attendance warrant such action.

If at the end of probation a student's grades and attendance/academic engagement are not satisfactory, the student will be notified by the Student Advocate and dismissed from Full Sail University and will have to sit out for a minimum of one (1) calendar year. If no good reason is shown for the probation to be extended or if probation will extend beyond a reasonable time limit, dismissal will be sought. If a student withdraws during his or her probationary period, this will be considered violating probation, and the withdrawal will be for a minimum of one (1) year.

## Definition of Progress

For students in online courses, Full Sail monitors students' Academic Engagement on a regular basis. Weekly Academic Engagement is required for students in all online courses, and failure to demonstrate regular Academic Engagement may place a student at risk of being withdrawn.

Students are scheduled into their courses at least one week in advance of the class start. A student must log in to the course and demonstrate weekly Academic Engagement in order to be considered 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 the student's last access will be determined as their withdrawal 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 Development 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 Development will call a hearing of an Appeals Committee, which will include at least five senior staff members. 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 an Academic Advisor, Student Advocate, Student Development, the Director of Academic Success, and/or any other staff member may be scheduled if desired. In the event that a student feels their concern, grievance, or complaint is more

substantial than can be addressed on the Student Concerns form and that is not satisfactorily addressed in a meeting with the appropriate staff/faculty member, a student may acquire a complaint form from the Director of Student Affairs or on Full Sail One and submit the complaint 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 30 days of receiving the grievance.

Schools accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) 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 ACCSC. All complaints considered by ACCSC must be in written form with permission by the complainant(s) for ACCSC to forward a copy of the complaint to the school for a response. An initial review of the complaint and the University's response is conducted by the ACCSC staff to determine possible violations of accrediting standards. ACCSC staff further determine the adequacy of the response to the complaint and may elect to forward the complete file to the full Commission. The complainant(s) are kept informed as to the status of the complaint as well as the final resolution by the Commission. A copy of the Commission's Complaint form is available at the school and may be obtained by contacting an Academic Advisor or receptionist in the Education department. Please direct ACCSC inquiries to:

### **Accrediting Commission of Career Schools and Colleges**

2101 Wilson Blvd., Suite 302

Arlington, VA 22201

(703) 247-4212

[www.accsc.org](http://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, interruption of training, 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**

Full Sail University understands that students may require time away from their studies due to extenuating and temporary personal circumstances that adversely impact continuing studies. This policy outlines the process for all students requesting an interruption of training (IOT), a formally authorized break from studies. The University offers a standard IOT for term (month) two or three of a semester and an extended IOT for periods up to 90 days.

### **Requesting an Interruption of Training**

Students who would like to request an IOT are required to complete a form (which can be accessed on Full Sail One) with a Student Advocate before the break in their studies. Prior to completing the written

request, students should discuss their reasons for the interruption and expected return date with their Student Advocate. Approvals of IOT requests are entirely at the discretion of the University and cannot begin until approved in writing. Note that IOTs may have an impact on academic progress and eligibility for outside funding sources and student loan repayment, and therefore the impacts should be considered as part of the request.

The University requires the student to demonstrate extenuating circumstances, such as health reasons, parental leave, family situations, or other personal conditions that adversely impact studies, to approve an IOT. As such, the student must provide the reason for the IOT in writing and the expected return date. Except in unusual circumstances and at the discretion of the University, students must be meeting satisfactory progress standards at the time of the request to be granted an IOT.

### **Duration of an Interruption of Training**

The impact and duration of an IOT will depend on the timing and the type requested. The University will approve a standard IOT request for one term (month) within a semester when the request is made after the start of a semester. The interruption in training must occur in the second or third month of the semester. Otherwise, the student must request an extended IOT.

Students may require an extended IOT based on documented extenuating circumstances. An extended IOT will only be granted for a maximum of 90 days within an academic year (2 semesters). The student may not be on an IOT for more than 180 days within a 12-month period.

### **Potential Impacts of an Interruption of Training**

While on an IOT, students will not receive Federal Direct Loan disbursements (Subsidized/Unsubsidized, Parent Plus, or Grad Plus) for either tuition payments 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 an IOT. The University does not assess charges for any IOT.

An IOT will also affect the student's expected program graduation date. Students will be notified of their expected graduation date on their student portal. As such, a student may be required to complete additional financial aid application forms based on the timing of their IOT within the financial aid academic year. It is recommended that financial aid recipients considering an IOT also consult their Financial Aid Administrator about the probable effect it will have on projected grant and loan disbursements.

During a standard one-term IOT occurring in term (month) two or three within the semester, the University considers the student to still be enrolled based on the student's intention to return to a class later in the same semester, and the student is not considered withdrawn for federal financial aid purposes.

During an extended IOT period when the student is not registered for any classes, the University considers the student still enrolled without accruing additional charges based on the student's intention to return to classes within 90 days. Essentially, the University holds the student's seat in the program for the duration of an extended IOT. However, the student is considered withdrawn for federal financial aid purposes.

When the student is considered withdrawn for federal financial aid purposes, the student's aid for that semester may be recalculated with any unearned aid returned to the federal programs. Additionally, if

the student is considered withdrawn for federal financial aid purposes, the student may enter the six-month grace period before loan repayment begins and be required to complete exit loan counseling. However, upon return from the IOT, the grace period progression toward loan repayment stops and resets back to six months.

### **Return From Interruption of Training**

The duration of a student's IOT will impact the steps necessary to satisfactorily return. Students returning from a standard IOT within a semester will be contacted by their Student Advocate to confirm their scheduled return date. Students returning from an extended IOT must be cleared by all departments before a schedule to return to classes is generated. Students returning from an IOT should confirm clearance to return with their Student Advocate the week prior to the start of new classes. Schedules may be accessed through Full Sail One or by contacting a Student Advocate.

Students who do not secure approval for an extended IOT or return to school at the scheduled end of an official IOT are withdrawn from the program and for federal financial aid purposes. The program withdrawal date is the last day of attendance before the IOT.

Students taking an IOT should be aware that course curriculum and University policies may be subject to change while taking a break from their studies. Students are expected to read University messaging while on an IOT by accessing their University email and text messages throughout the interruption and prior to returning.

### **Third-Party Requests for Interruption of Training**

The University may grant an IOT in extraordinary circumstances following notification from a third party (on behalf of the student) that the student is unable to submit an IOT request themselves. This may include, but is not limited to, severe illness/hospitalization or other urgent personal concerns that prevent the student from submitting a request. The University will review the student's circumstances and the nature of the third-party request prior to approval. Once the student is able to do so, they must complete the required IOT request form.

### **Annual Vacation for International Students**

International students who are studying on the F-1 visa are required to complete at least one full Academic Year (2 semesters) to be eligible for an annual vacation. An annual vacation is allowed only once per 12-month period. Students are required to complete the request form with a Student Advisor. F-1 students must confirm they intend to register for classes in the academic term following their annual vacation. Annual vacations must be approved by the student's Academic Advisor and Designated School Official (DSO). Only students who maintain their F-1 status and satisfactory academic progress will be granted an annual vacation. Students not communicating and/or not returning to school at the scheduled end of an official annual vacation will be dismissed, and their F-1 visa will be terminated.

International students who are studying on the F-1 visa in the Intensive English program, and who qualify for an annual vacation, must receive annual vacation approval from their Intensive English Program Director, in addition to their Academic Advisor and Designated School Official (DSO).

## **Interruption of Training for Active Military Students**

In an effort to support our students who are members of the armed forces, Full Sail University will allow active military personnel one additional extended IOT period during a 12-month period. The combined IOT periods cannot exceed 180 days within a 12-month period.

Students who are members of the armed forces needing an IOT must follow the same process outlined in this policy for all students. Additionally, those receiving benefits connected to their military service should contact the Military Affairs and Financial Aid Student Services department to discuss the impact of the IOT on their benefits.

Note, students taking individual courses are limited to a one-month leave during a semester.

## **Course Withdrawals, Course Incompletes, and Course Failures**

### **Course Withdrawals**

Students may request an individual course withdrawal during their enrollment at Full Sail University. Withdrawing from a course may impact enrollment status, academic standing, and financial aid eligibility. Course withdrawals must be discussed with Student Advocacy prior to submitting the request.

### **Course Withdrawal Limits**

#### **Undergraduate Students**

Undergraduate students are limited to a maximum of six course withdrawals at Full Sail. Students will only be granted three course withdrawals from 100- and 200-level courses and three course withdrawals from 300- and 400-level courses. Students may only withdraw from the same course twice.

#### **Graduate Students**

Graduate students are limited to a maximum of three course withdrawals at Full Sail. Students may only withdraw from the same course twice.

### **Potential Impacts of Course Withdrawal**

After the start of a course, students will receive a "W" grade when they withdraw from the course. A "W" grade does not impact GPA; however, a "W" grade counts as an attempted course toward the rate of progress and maximum time frame. Withdrawing from a course does not result in a refund of tuition and fees. The course attempt remains on the student's academic record, and withdrawn courses must be retaken in the future to complete the program of study.

Withdrawing from a course may impact Satisfactory Academic Progress (SAP), enrollment status (full-time vs. part-time or active vs. withdrawn), and financial aid eligibility. Each of these is based on the individual student's academic plan and must be discussed with a Student Advocate prior to requesting a course withdrawal. Course withdrawals may also result in financial consequences for the current semester. Students will no longer have access to a course once they withdraw from it.

## Requesting a Course Withdrawal

Requests for a course withdrawal may be made through Full Sail One by Monday of week 4 of the course. The Student Advocacy team will review the request and provide notification to the student.

Please note that the referenced number of instructional weeks is the standard program length, and the total will vary if a student deviates from the normal enrollment status (including, but not limited to, interruption of training, failure to comply with the standards of satisfactory progress, withdrawal and re-enrollment, suspension, etc.), or if the student elects to enroll in a special schedule (such as any extended or hybrid versions of the program), or if credits are transferred or certain class requirements are waived due to demonstrated proficiency. As a result, successful completion of the program may require more or fewer than the referenced number of instructional weeks and may affect the expected graduation date.

## Withdrawal from Full Sail University

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 voluntarily withdraw, a student must request withdrawal from the university with a Student Advocate and 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/academic engagement 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 Academic 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 Academic Advisor and/or Re-entry 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. 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.

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.

## Changing Degrees

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. Degree changes occur only at the end of a student's semester. A student must be in Satisfactory Progress in order to be eligible for financial aid when a change in degree program is requested.

A student will contact his or her Student Advocate before considering a change in degree program. A Change of Enrollment (COE) will be initiated by the Student Advocate and/or COE Assessment team member. The student will be required to sign the new degree Enrollment Agreement. During this process, the need for any new software or computer package will be discussed and included in the new Enrollment Agreement.

The COE staff will discuss financial obligations and funding. Required tuition and institutional fees are different for each degree program, and new charges may be higher or lower based on the change requested. The student must be cleared by all departments and meet any outstanding financial obligations before the student's change to a new degree program is completed.

A degree change may warrant a new review of any previous college transcripts. It is the responsibility of the student to supply those transcripts and/or request a new review. The student should not begin the new program until the review has been finalized.

Several different departments contribute to the completion of the COE process; therefore, no fewer than four (4) weeks are required to complete this process. Each situation is unique, so it is imperative that the student communicate with the COE staff and review all new paperwork promptly.

An Interruption of Training (IOT) may be considered while the COE is completed.

## 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 to check out books, DVDs, games, iMacs, the Internet, and so much more. Whether for research or recreation, the Library will most likely have what you're looking for. Online students throughout the United States have access to the same materials. Find information on the Library in the Connect area of Full Sail One under Departments.



## 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, games, and DVDs on a wide variety of academic and popular topics. Student Wi-Fi and email access are also available. iMacs 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, Nexis Uni, Full Text Finder, Westar Music, and many more. These databases can be accessed at the Library or through Full Sail One.

## Circulation Policy

All currently enrolled students may sign up for a library account. Simply bring your student ID to the reference desk and fill out an application.

Online students can request the checkout of library materials or initiate an interlibrary loan. Details can be found by searching for the Library from the Support tab on Full Sail One.

## Loans and Return Drop Box

Students who are currently enrolled may check out books for three (3) weeks at a time; games and DVDs may be checked out for seven (7) days. Up to five (5) 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.

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 the following business day.

## Overdue Items and Fines

The date written on the due-date tab is notice of when the item should be returned. Students may pay fines at the reference desk by cash. The fine for overdue books is \$0.25 per day; the fine for games 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

Items can be renewed up to three (3) times as long as they have not been reserved for another patron.

## Losses and Replacements

If you lose a library item checked out to you, please report it immediately and make arrangements to pay for the item. Contact the Library by phone or email ([staff@library.fullsail.com](mailto:staff@library.fullsail.com)).

## 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 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 Distribution Center 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 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 *student.fullsail.edu* address prior to the class start date.

Distribution Center hours and details are located on the About page of the Materials department on Full Sail One.

### 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. 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 by searching for Materials from the Support tab of Full Sail One.

### Student Location—Address of Record

For students in distance education programs, Full Sail University considers the mailing address provided by students upon enrollment as their location [mailing address] throughout their period of enrollment at the University. It is the student's responsibility to notify the University within 30 days if their address changes. Students may change their address of record in Full Sail One: [https://one.fullsail.edu/support/knowledge\\_base\\_articles/administrative/1034](https://one.fullsail.edu/support/knowledge_base_articles/administrative/1034).

### 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 reflected as soon as possible in students' Full Sail One profile to prevent any interruptions in shipping.

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 *student.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. 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

The Project LaunchBox includes an Apple MacBook Pro computer or an HP laptop for students in select gaming programs. 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. 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 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 Technical 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 Technical Support. 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

Full Sail One ([one.fullsail.edu](http://one.fullsail.edu)) is a digital platform that allows students and staff members of the Full Sail community to find information, connect with one another, and stay abreast of news and events.

Full Sail One is composed of:

- 1 Home—Displays online courses and the latest Stories and Events
- 2 Learn—Schedules, Grades, Attendance, and links to classes in Full Sail Online
- 3 Connect—News Stories, Events, and program-related content
- 4 Support—Support tickets and Knowledge Base resources
- 5 Profile—Bio, Change of Address, and Emergency Notification System

Full Sail One also offers access to your most frequently used resources, such as Schedules, Grades, 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 Full Sail One

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 platforms. The same username will be used as part of your Full Sail email address (example: [username@student.fullsail.edu](mailto:username@student.fullsail.edu)), so it is important to choose a name that will look professional on a résumé or in any communications with industry contacts.

Once your account has been created, you will be directed to Full Sail One at [one.fullsail.edu](http://one.fullsail.edu). Use your Full Sail email address to log in to this site.

### Online Degree Students

Full Sail Online (<http://online.fullsail.edu>) is the Full Sail student portal for online students. Access to Full Sail Online is provided through the Learn tab of Full Sail One.

## 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. 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](http://www.fafsa.ed.gov). FAQs and other information are available from the Federal Work Study department page from the Connect tab of Full Sail One.

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 Financial Aid department for further information.

## Career Development

The services of the Career Development department are a continuation of the student's education and support the student in the pursuit of employment postgraduation.

Full Sail University's Career Development department governs:

- 1 Degree-specific lectures and presentations designed to prepare students for the pursuit of internships and entry-level employment, including instruction about résumé creation, interview techniques, and the professionalism required within the industry,
- 2 Regularly updated resources for research of potential employers in the industry,
- 3 A well-organized industry outreach effort to promote awareness of Full Sail University's degree programs, as well as qualified graduates and their successes, and
- 4 An online community for all Full Sail alumni to promote networking and professional relationships.

Full Sail University degree program students preparing for graduation as well as alumni throughout their careers may utilize Career Development services. Those desiring assistance must register their requests with the Career Development department. The Career Development department requires a consistent and professional dialogue from each student or graduate in order to provide effective assistance. Flexibility is desirable with respect to location or type of employment and may enhance the efforts of our services. Relocation for specific types of employment may be necessary in order to successfully launch and maintain a career in the entertainment media industry.

Even though Full Sail University makes a reasonable effort to assist each graduate in seeking employment, this in no way constitutes a promise or guarantee of employment. Career assistance may be suspended in the event that a student or graduate's financial commitments are not met or if the student or graduate displays unprofessional behavior. Completion of individual courses does not qualify students for career assistance.

## Academic Advising

Students are encouraged to contact an Academic Advisor if they have questions about scheduling, academic progress, school policies, or concerns about themselves and/or their abilities. The online Academic Advisor is available to communicate by phone with students one-on-one during regular office hours (Monday through Friday 9:00 a.m. EST until 5:30 p.m. EST). In addition, Academic Advisors review students' academic progress and refer to other staff members or specialists if appropriate. Their approach is proactive and, whenever appropriate, Academic 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 Monday through Friday 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 within the Connect tab of Full Sail One by navigating to Events from the left side panel.

### 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

To access facilities at Full Sail, each student is furnished a specially programmed security-system key card. The security key card is required for all students who attend campus-based programs and is included in tuition charges. Tuition charges must be paid before a card will be issued. All campus-based students are required to possess the card at all times and replace any lost card promptly by purchasing a new one. The fee for a replacement card is \$10.

If you did not obtain your Full Sail ID during registration, contact the Security Office by email or call (407) 679-0100, ext. 8800. If you have lost your Full Sail ID, you must go to the Business Office located in Building 130, Suite 150, (407) 215-9525 and pay the \$10 fee for the replacement ID. The Business Office will then provide you with a receipt. Take this receipt to the Security department to be issued your replacement ID badge. If you have any questions, 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 provided in this Support article on Full Sail One: [https://one.fullsail.edu/support/knowledge\\_base\\_articles/administrative/953](https://one.fullsail.edu/support/knowledge_base_articles/administrative/953).

## Internships

Students and graduates may pursue internships within their field of interest. Students must meet certain criteria to qualify for an accredited internship, including being currently enrolled in a Full Sail University degree program, successfully completing 50 percent of their required credit hours, and being in good academic and financial standing. Graduates may also qualify to pursue an accredited internship through enrollment in our Extended Studies at no charge and upon completion of a Full Sail University degree program. Internship governance may be applied for through the Career Development department; you may reach out to this department for more information at extension 8200.

## 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 a sample of the offerings that can be provided by Full Sail to students requesting accommodation if they have provided medical documentation to support their qualifying disability:

- 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 online asynchronous training sessions for online students.

There is no fee for these seminars, and they may be prescribed by the Director of Academic 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.

## Service Animal Policy

In accordance with federal and state law, Full Sail University's policy is to afford students with disabilities who require the assistance of a service animal with equal opportunity to access all university property, courses, programs, and activities.

Service animals are defined to include dogs and miniature horses (ranging from 24–34 inches measured from the shoulder and generally weighing between 70–100 pounds) that are trained to do work or perform tasks for people who have disabilities.

## Procedures and Practices

The following procedures and practices must be followed with respect to student use of service animals on campus:

- **Inquiries.** The university shall not ask about the nature or extent of a student's disability but may make two inquiries to determine whether an animal qualifies as a service animal. The university may ask if the animal is required because of a disability and what work or task the animal has been trained to perform. The university shall not require supporting documentation, such as proof that the animal has been certified, trained, or licensed as a service animal. Generally, the university may not make inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., a dog is observed guiding an individual who is blind or has low vision, pulling a person's wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability).
- **Access to Areas of a Public Entity.** Individuals with disabilities shall be permitted to be accompanied by their service animals in all areas of the university's facilities where students, faculty, members of the public, and participants in services, programs, or activities, or invitees, as relevant, are allowed to go.
- **Surcharges.** The university shall not ask or require an individual with a disability to pay a surcharge, even if people accompanied by pets are required to pay fees, or to comply with other requirements generally not applicable to people not accompanied by pets. If the university normally charges individuals for any damage they cause, then an individual with a disability may be charged for damage caused by his or her service animal.
- The university may ask an individual with a disability to remove a service animal from the premises if:
  - the animal is out of control and the handler does not take effective action to control it; or
  - the animal is not housebroken.
- **If an Animal Is Properly Excluded.** If the university properly excludes a service animal, it shall give the individual with a disability the opportunity to participate in the service, program, or activity without having the service animal on the premises.
- **Animal Under Handler's Control.** A service animal shall be under the control of its handler. A service animal shall have a harness, leash, or other tether unless the handler is unable because of a disability to use a harness, leash, or other tether or because the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks. In such cases that a handler is unable to use a harness, leash, or other tether due to a disability, the service animal must be otherwise under the handler's control (e.g., by means of voice commands, signals, or other effective means).
- **Care or Supervision.** The university is not responsible for the care or supervision of service animals.

## Questions

Any questions about this policy should be directed to the Director of Student Success at (407) 551-2024 ext. 8987 or [success@fullsail.com](mailto:success@fullsail.com).

# Student Concerns, Complaints, and Grievances

## Student Concerns

Students who have an issue they would like resolved at the University may begin an informal process to address their concern. Student concerns are defined as being generally minor in nature and can be addressed through informal communication processes such as emails, conversations, and meetings. The University recommends that students attempt to resolve these concerns directly with the person or office involved in the matter. This is the easiest way to receive a quick resolution. Students who do not feel comfortable meeting directly with a faculty or staff member may obtain a Student Concerns form by contacting the University or [studentsupport@fullsail.com](mailto:studentsupport@fullsail.com). Once the form is received, the Student Resolutions team will notify the appropriate parties, and the informal resolution process will begin.

## Student Concerns Resolution Process

### Academic Concerns

Education leadership has been designated the school's contact for academic concerns. If a student has a concern related to academics, the University strongly recommends them to schedule a meeting with their program faculty member, Department Chair, or Program Director to address the issue promptly. If the matter remains unresolved in the initial meeting, the student can obtain a Student Concerns form by contacting the University or emailing [studentsupport@fullsail.com](mailto:studentsupport@fullsail.com). Upon submitting the form, a response acknowledging receipt will be provided within seventy-two hours. Education leadership will then contact the student for additional information or to notify them of the case closure.

### Non-Academic Concerns

Students with non-academic concerns should schedule a meeting with the department management to address the issue promptly. If the matter remains unresolved in the initial meeting, the student can obtain a Student Concerns form by contacting the University or emailing [studentsupport@fullsail.com](mailto:studentsupport@fullsail.com). Upon submitting the form, a response acknowledging receipt will be provided within seventy-two hours. Department leadership will then contact the student for additional information or to notify them of the case closure.

## Formal Complaints and Grievances

Student issues that are more serious and involve an allegation of a policy violation are called Complaints or Grievances. These are resolved through a formal process, which requires filing a written notification. This notification must include details of the nature of the complaint, policy violation, dates, witnesses, and desired resolution. There are different types of complaints that require different forms to be completed.

## General Complaint

The University is committed to addressing formal complaints in a prompt and effective manner. In the event that a student feels their concern is more substantial than can be addressed on the Student Concerns form and it is not satisfactorily addressed in a meeting with the appropriate staff/faculty member, a student may file a formal, General Complaint. Students may acquire a Formal Complaint Form on Full Sail One, by contacting the school, or by emailing [studentsupport@fullsail.com](mailto:studentsupport@fullsail.com). Upon submission of the form, the student will receive confirmation within seventy-two hours. The Director of Academic Success will fully and fairly review the complaint and communicate the status of the complaint to the student within thirty days of receiving the complaint. The Director of Academic Success may be reached at [fcg@fullsail.com](mailto:fcg@fullsail.com).

Full Sail University strictly prohibits retaliation against any individual who brings a good faith complaint under this policy or participates in any portion of an investigation. While Full Sail will not tolerate making an intentionally false complaint, simply because the complaint is found to not be a violation of University policy does not necessarily mean the complaint was made in bad faith. Individuals that believe they have been the victim of retaliation should promptly report the misconduct to the Director of Academic Success.

## ADA/Accommodations Complaint

Students who are registered with the Student Success Services department as having a qualifying disability may have concerns related to accommodations under Section 504 of the Rehabilitation Act or the Americans with Disabilities Act. Information on submitting these complaints is listed in this manual under the section entitled Discrimination Grievance/Complaint Procedures.

## Title IX Complaint

All complaints regarding sexual misconduct and gender equity are handled by the University's Title IX staff. Title IX guidelines and the form for submitting a Title IX complaint can be found at <https://www.fullsail.edu/policies-and-guidelines/title-ix>. Further information about Title IX complaints is available in this manual under the section entitled Sexual Harassment Policy and Grievance Procedures.

## Accrediting Commission of Career Schools and Colleges (ACCSC)

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 the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. 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 ACCSC inquiries to:

### Accrediting Commission of Career Schools and Colleges (ACCSC)

2101 Wilson Blvd., Suite 302

Arlington, VA 22201

(703) 247-4212

[www.accsc.org](http://www.accsc.org)

[complaints@accsc.org](mailto:complaints@accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting [complaints@accsc.org](mailto:complaints@accsc.org) or at <https://www.accsc.org/Student-Corner/complaints.aspx>.

### **Florida, Department of Education, Commission for Independent Education (CIE)**

Students may contact the Commission for Independent Education as the last resort for grievances after all other avenues have been contacted and a satisfactory resolution has not been made.

#### **Florida Commission for Independent Education**

325 West Gaines St., Suite 1414  
Tallahassee, Florida 32399-0400  
(850) 245-3200

### **Out-of-State Online Students**

Out-of-state distance-education students participating under SARA who have completed the internal institutional grievance process and the applicable state grievance process may appeal noninstructional complaints to the FL-SARA PRDEC Council. For additional information on the complaint process, please visit: <https://www.nc-sara.org/student-complaints>.

## **Nondiscrimination Policy Statement**

Full Sail University (the University) is committed to providing equal access to educational and employment opportunities regardless of race, color, religion, national origin, physical or mental disability, pregnancy, age, sex, sexual orientation, gender identity or expression, ancestry, familial status, spousal affiliation, medical condition, military veteran status, or any other characteristic protected by local, state or federal law.

### **Discrimination Grievance/Complaint Procedures**

Full Sail has adopted an internal grievance procedure for prompt and equitable resolution of complaints that students have against other students, faculty, employees, or any other third party, and which allege any actions prohibited under Section 504 of the Rehabilitation Act of 1973 (Section 504) and the Americans with Disabilities Act (ADA), which prohibit discrimination on the basis of a disability; Title IV of the Civil Rights Act of 1964 (Civil Rights Act), which prohibits discrimination on the basis of race, color religion or national origin; and the Age Discrimination Act of 1975 (Age Discrimination Act), which prohibits discrimination on the basis of age, in any program or activity receiving federal financial assistance. This policy should also be used for resolution of complaints that allege actions prohibited by Title II of the Civil Rights Act, which prohibits discrimination in places of public accommodation on the basis of race, color, religion or national origin; and the Florida Civil Rights Act of 1992 (Florida Civil Rights Act), Section 760.08, which prohibits discrimination in places of public accommodation on the basis of race, color, national origin, sex, pregnancy, disability, familial status or religion.

This Discrimination Grievance/Complaint Procedure also applies to claims of harassment. For claims of sexual harassment, sex or gender-based discrimination, and sexual violence, complaints should be made in writing or verbally to the University's Title IX Coordinator: Shayne Cade, Vice President of Compliance & Title IX Coordinator, 3300 University Boulevard, Winter Park, FL 32792, 407-679-0100

ext. 8351 or [titleIX@fullsail.com](mailto:titleIX@fullsail.com). Unlawful sexual harassment is unwelcome conduct of a sexual nature and can include sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature, which has the effect of denying, interfering with or limiting, on the basis of sex, the student's ability to participate in or receive benefits, services, or opportunities in Full Sail's programs.

Pursuant to the procedures outlined in this policy, Full Sail will take prompt steps to address and remedy the effects of a violation, including discrimination and harassment, and to prevent its reoccurrence.

## Harassment and Hostile Environment

Unlawful harassment on the basis of a protected characteristic (i.e., race, color, national origin, age, real or perceived physical or mental disability, pregnancy, familial status, religion, sexual orientation, gender identity or expression, military veteran status, or any other characteristic protected by federal, state or local law) is defined as intimidation or abusive behavior toward a student based on the student's protected characteristic, that creates a hostile environment by interfering with, limiting or denying a student's participation in or receipt of benefits, services or opportunities in Full Sail's educational programs.

Harassing conduct can take many forms, including verbal acts and name-calling, as well as nonverbal behavior such as graphic and written symbols, or conduct that is physically threatening, harmful or humiliating. When harassing behavior is sufficiently severe, persistent, or pervasive that it creates a hostile or abusive educational environment, it can violate a student's rights under Section 504, the ADA, the Civil Rights Act, the Age Discrimination Act or the Florida Civil Rights Act. A hostile environment may exist even if there are no tangible effects on the student where the harassment is serious enough to adversely affect the student's ability to participate in or benefit from the educational program.

## Complaints

All Section 504, ADA, Age Discrimination Act, Civil Rights Act or Florida Civil Rights Act complaints, excluding those filed against the Director of Student Affairs, should be made in writing or verbally to Deborah Mills, Director of Student Affairs, 3300 University Boulevard, Winter Park, FL 32792, (407) 551-2024, ext. 8502. All Section 504, ADA and Age Discrimination Act complaints filed against the Director of Student Affairs should be made in writing or verbally to Garry Jones, President, 3300 University Boulevard, Winter Park, FL 32792, (407) 679-0100, ext. 8351.

## Instructions

The following procedures will be used for all grievances or complaints alleging violations of Section 504, the ADA, the Age Discrimination Act, the Civil Rights Act or the Florida Civil Rights Act:

- A complaint must be filed within 60 calendar days of the alleged violation, claim of discrimination or harassment, or claim of failure to provide reasonable accommodation.
- All complaints may be filed in writing or verbally to the appropriate individual listed above, and should state the name and address of the person(s) filing the complaint, and briefly describe the alleged violation.



- A formal 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 business days. These procedures anticipate a thorough investigation, affording all interested persons and their representatives an opportunity to submit evidence (including documents and witnesses) relevant to a complaint.

Any complaints which are withdrawn, or which are otherwise resolved, prior to Full Sail conducting or concluding an investigation will not be subject to a formal investigation.

- A written determination as to the investigative findings 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 and the respondent (if applicable) or any other interested party no later than 15 business days after its issuance.
- Upon completion of the investigation, either the complaining party or the respondent (if applicable) may appeal the written determination to the President of Full Sail in writing within 15 business days of the receipt of it. The appeal must contain a statement as to the reasons the appealing party disagrees with the determination, as well as any changes the appealing party requests. The President will consider the appeal and advise the parties (including the appealing party, the non-appealing party, and/or any other interested party) as to the President's answer, generally within 15 business days of the date the appeal is filed. An investigation will be considered complete either upon the expiration of 15 business days from the time 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.

## Sexual Harassment Policy and Grievance Procedures

### Statement of Nondiscrimination

Full Sail University (the University) is committed to providing equal access to educational and employment opportunities regardless of race, color, religion, national origin, physical or mental disability, pregnancy, age, sex, sexual orientation, gender identity or expression, ancestry, familial status, spousal affiliation, medical condition, military veteran status, or any other characteristic protected by local, state or federal law.

### Sexual Harassment Policy Statement

Full Sail does not discriminate on the basis of sex in its educational programs and activities, including admissions and employment, as required by Title IX and its implementing regulations at 34 C.F.R. Part 106.

The University will promptly respond to and equitably investigate complaints regarding prohibited conduct that may violate this policy in order to eliminate, prevent, and remedy the adverse effects of such conduct within University-related programs or activities.

The following grievance procedures will apply to all complaints of sexual harassment including sexual assault, domestic and dating violence, stalking, and related retaliation in order to take action to address and prevent sex-based discrimination.

Full Sail University strictly prohibits retaliation against any individual who brings a good faith complaint under this policy or participates in any portion of an investigation. Retaliatory conduct violates not only University policy and Title IX, but may also violate state and federal law. While Full Sail will not tolerate making an intentionally false complaint, simply because the complaint is found to not be a violation of this policy does not necessarily mean the complaint was made in bad faith.

Individuals that believe they have been the victim of retaliation should promptly report the misconduct to the Title IX Coordinator.

## The University's Title IX Coordinator

The University's Vice President of Institutional Effectiveness & Compliance serves as the institution's Title IX Coordinator and coordinates the University's compliance with Title IX. All reports of potential violations of this policy should be made to the University's Title IX Coordinator.

The Title IX Coordinator's contact information is as follows:

### **Shayne Cade**

Vice President of Institutional Effectiveness & Compliance  
3300 University Boulevard  
Building 130 (Business Office)  
Winter Park, FL 32792  
Phone: (407) 679-0100  
Email: [titleix@fullsail.com](mailto:titleix@fullsail.com)

In addition to the University's Title IX Coordinator, University personnel have been designated to assist in the implementation of this policy and grievance procedure. Deputy Title IX Coordinators, Title IX Investigators, and hearing panel members all serve as members of the Title IX Team. All members of the Title IX Team receive Title IX training, including information on this policy, the definition of sexual harassment, the investigation and grievance process, and how to serve as an impartial member in Sexual Harassment Grievance Procedures.

Inquiries regarding the application of Full Sail University's Title IX Policy may be referred to the Title IX Coordinator, the US Department of Education, Office for Civil Rights, or both.

The US Department of Education, Office for Civil Rights' contact information is as follows:

### **US Department of Education**

Office for Civil Rights  
Lyndon Baines Johnson Department of Education Building  
400 Maryland Avenue, SW  
Washington, DC 20202-1100  
OCR Email: [OCR@ed.gov](mailto:OCR@ed.gov)  
OCR Hotline: (800) 421-3481

## Scope of This Policy

This policy governs the conduct of students, faculty, and staff who are members of the University community. Sexual harassment complaints must include conduct that occurred within the context of the University's educational programs or activities and within the United States. This may extend to certain off-campus locations, where the University has substantial control over the parties, such as university-recognized activities and university-sponsored academic conferences. The University has an obligation to dismiss sexual harassment claims under this policy when the claim does not meet the definition of sexual harassment provided herein, or in circumstances where no formal, written complaint is made, or when the conduct occurred outside of this policy's stated jurisdiction. However, this does not prevent the University from taking action to address sex discrimination conduct. The University will take all complaints of misconduct and discrimination seriously and investigate the matter, which may occur through the University's Discrimination Grievance/Complaint Procedures.

## Prohibited Conduct

Prohibited conduct defined in this policy can be committed by any individual, regardless of their gender. Prohibited conduct can occur between individuals of the same gender or different genders. It can occur between strangers or acquaintances, as well as people involved in intimate or sexual relationships. When the University determines whether alleged conduct violates this policy, it will consider all of the facts and circumstances involved in the incident, including the nature of the alleged conduct and the context in which it occurred.

Sexual harassment is a violation of Title IX and will not be tolerated at the University.

**Sexual harassment** means conduct on the basis of sex that satisfies one or more of the following:

- 1 An employee of the University conditioning the provision of an aid, benefit, or service of the University on an individual's participation in unwelcome sexual conduct;
- 2 Unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to the University's education program or activity. An example may include but is not limited to unwelcome sex or gender-based jokes or comments, which are made in-person or conveyed electronically.

Sexual Harassment is deemed especially serious when submission to or rejection of such conduct is made implicitly or explicitly a term or condition of instruction, employment, or participation in any University program or activity; or submission to or rejection of these behaviors by an individual is used as a basis for evaluation in making academic or personnel decisions.

**Sexual assault**, which means a forcible or nonforcible sex offense under the uniform crime reporting system of the Federal Bureau of Investigation;

**Dating violence**, which means violence committed by a person who is or has been in a social romantic relationship of a romantic or intimate nature with the Complainant. The existence of such relationship shall be determined based on a consideration of the following factors; the length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship;

**Domestic violence**, which means felony or misdemeanor crimes of violence committed by a current or former spouse or intimate partner of the Complainant by a person with whom the Complainant shares a child in common, by a person who is cohabitating with or has cohabitated with the Complainant as a spouse or intimate partner, by a person similarly situated to a spouse of the Complainant under the domestic violence or family violence laws of the state of Florida or by any other person against an adult or youth Complainant who is protected from that person's acts under the domestic or family violence laws of the state of Florida;

**Stalking**, which means engaging in a course of conduct directed at a specific person that would cause a reasonable person to fear for his or her safety or the safety of others, or suffer substantial emotional distress.

## Terminology

The following terms are used within this policy and are provided here for clarity.

**Consent** means intelligent, knowing, and voluntary agreement to engage in mutually agreed upon sexual activity, and does not include coerced submission.

- Consent cannot be gained by force, by ignoring or acting in spite of the objections of another.
- Consent to one form of sexual activity does not imply consent to other forms of sexual activity.
- Consent is not the lack of resistance; there is no duty to fight off a sexual aggressor.
- Consent can be withdrawn at any time, as long as the withdrawal is clearly communicated by the person withdrawing consent through words or actions.
- A person shall not knowingly take advantage of another person who has an intellectual or physical disability, who is incapacitated by the use of drugs or alcohol, or who is not conscious or awake, and thus is not able to give consent as defined above.
- A person shall not physically or verbally coerce another person to engage in any form of sexual activity to the end that consent as defined above was not given.
- Certain states have designated a minimum age under which a person cannot give consent. In the state of Florida, the age of consent is 18 years old.

Florida law defines consent as "intelligent, knowing, and voluntary consent and does not include coerced submission. Consent shall not be deemed or construed to mean the failure by the alleged victim to offer physical resistance to the offender" (See Florida Statute 794.011(1)(a)).

**Complainant** refers to the individual(s) who has been the subject of prohibited conduct.

**Respondent** refers to the individual(s) who has been accused of prohibited conduct.

**Advisor** refers to the individual who supports either the Complainant or Respondent in the grievance procedures of this policy. For example, this person may be a friend, parent, spouse, colleague, attorney, etc. The Advisor will speak for the Complainant or Respondent during the cross-examination of the live hearing. If a Party does not have an advisor present at the hearing, the University will provide an advisor to conduct cross-examination on behalf of that Party.

## Privacy and Confidentiality

Any investigation related to a complaint under this policy will be conducted impartially and with respect for the privacy and confidentiality requests of all individuals involved, to the extent possible under the circumstances.

In some circumstances, the reporting responsibilities of University employees, or the University's responsibility to investigate, may conflict with the privacy or confidentiality preferences of those involved. All individuals are encouraged to familiarize themselves with their options and responsibilities, and make use of Confidential Resources, if applicable, in determining their preferred course of action.

Requests for confidentiality or use of anonymous reporting may limit the University's ability to conduct an investigation.

## Confidential Resources

Confidential resources are not obligated to report information that is provided to them. This allows individuals to explore their options in a non-pressured environment while they make informed decisions. An individual who is not prepared to make a report, or who may be unsure how to label what happened, but still seeks information and support, is strongly encouraged to contact a Confidential Resource.

External Confidential Resources include:

### **Victim Service Center of Central Florida, Inc.**

2111 East Michigan Street, Suite 210  
Orlando, FL 32806  
24/7 Sexual Assault Helpline: (407) 497-6701  
Phone: (407) 254-9415  
Email: [VSC@ocfl.net](mailto:VSC@ocfl.net)  
[www.victimservicecenter.com](http://www.victimservicecenter.com)

### **National Sexual Assault Hotline (RAINN)**

Phone: (800) 656-HOPE  
[www.rainn.org](http://www.rainn.org)

### **National Domestic Violence Hotline**

Phone: (800) 799-7233  
[www.thehotline.org](http://www.thehotline.org)

### **Florida Council Against Sexual Violence**

1820 E. Park Avenue, Suite 100  
Tallahassee, FL 32301  
Phone: (888) 956-7273  
Email: [information@fcasv.org](mailto:information@fcasv.org)  
<http://www.fcasv.org/>

### **Employee Assistance Program (for employees of Full Sail University)**

ACI Specialty Benefits  
Toll Free: 855-RSL-HELP (855-775-4357)  
Email: [rsli@acieap.com](mailto:rsli@acieap.com)

Full Sail has an obligation to make reasonable efforts to investigate and address conduct prohibited by this policy. University community members who have the authority to take action, including all faculty members, lab specialists, and members of Full Sail management, are not Confidential Resources and are required to notify the Title IX Coordinator of suspected violations and cannot guarantee the confidentiality of a complaint or report under this policy.

## Use of Discretion

Individuals involved in investigations or disciplinary proceedings under this policy are encouraged to exercise discretion in sharing information in order to safeguard the integrity of the process and to avoid the appearance of retaliation. While discretion regarding the process is important, Complainants and Respondents are not restricted from discussing and sharing information with others who may support or assist them in presenting evidence.

## Privacy

Full Sail will take all reasonable steps to exercise discretion and protect the privacy of those involved in a complaint. However, the University has an obligation to make reasonable efforts to investigate and address complaints or reports of violations of this policy. In all such proceedings, the University will take into consideration the privacy of the Parties to the extent possible while also providing a safe, non-discriminatory environment for all applicants, students and employees.

Any additional disclosure of information related to the complaint or report may be made if consistent with the Family Educational Rights and Privacy Act (FERPA), or Title IX requirements.

## Release of Information

In accordance with the Clery Act, the Security department may issue a timely notification if it becomes aware of a serious and continuing threat to the campus community. The Security department may also be required to publicly disclose a reported incident of sexual misconduct in the daily crime log or Annual Security Report. A copy of the University's Annual Security Report/Emergency Preparedness Plan is distributed annually to all students, faculty, and staff. At no time will the University release the name or other personally identifiable information of the complainant to the general public without the express consent of the complainant or as otherwise permitted or required by law.

## Reporting a Violation of This Policy

**In emergency situations**, if there is a suspected crime in progress, or imminent or serious threat to the safety of anyone, immediately contact the authorities by dialing 911. If you are using a campus phone, you must dial 9-9-1-1 for the call to go through. On campus, always call the Security department at extension 5555 after calling 9-1-1.

**In non-emergency situations**, all members of the University community are encouraged to report any suspected violation of this policy to the Title IX Coordinator. (Members of the University community may consider consulting a Confidential Resource, as appropriate, prior to making a report to the Title IX Coordinator.) All faculty members, lab specialists, and members of Full Sail management with the authority to take action must promptly report suspected violations of this policy to the Title IX Coordinator. A Title IX complaint can be filed by completing the University's Sexual Harassment Formal Complaint Form or by contacting the Title IX Coordinator or Deputy Title IX Coordinators.

The Sexual Harassment Formal Complaint Form may be found at: [www.fullsail.edu/title-ix](http://www.fullsail.edu/title-ix).

The Title IX Coordinator's contact information is as follows:

**Shayne Cade**

Vice President of Institutional Effectiveness & Compliance  
3300 University Boulevard  
Building 130 (Business Office)  
Winter Park, FL 32792  
Phone: (407) 679-0100  
Email: [titleix@fullsail.com](mailto:titleix@fullsail.com)

The Deputy Title IX Coordinator's contact information is as follows:

**Debbie Mills, Director of Student Affairs (for complaints involving students)**

Deputy Title IX Coordinator  
3300 University Boulevard Winter Park, FL 32792  
Phone: (407) 679-0100  
Email: [dmills@fullsail.com](mailto:dmills@fullsail.com)

**Elaine Saunders, Director of Human Resource Administration (for complaints involving University employees)**

Deputy Title IX Coordinator  
3300 University Boulevard Winter Park, FL 32792  
Phone: (407) 679-0100 ext. 8653  
Email: [elaine.saunders@fullsail.edu](mailto:elaine.saunders@fullsail.edu)

Applicants, students, or employees may also make verbal complaints to any of the individuals listed.

In cases of sexual harassment that may also constitute criminal behavior (e.g., sexual assault, dating violence, domestic violence, and/or stalking), the individual may, simultaneously, file a complaint with local law enforcement authorities. The University's Security department is available to support individuals who wish to file a complaint with local law enforcement.

Local law enforcement contact information is as follows:

**Orange County Sheriff's Office (OCSO)**

P.O. Box 1440  
Orlando, FL 32802  
Non-Emergency: (407) 836-4357

The Title IX Coordinator may also notify local law enforcement in cases that may constitute criminal behavior. The University will not wait for the conclusion of a criminal investigation or criminal proceeding to begin its own investigation and will take immediate steps to protect the student or employee in the educational or employment setting.

Complaints of sexual harassment may also be made to the U.S. Department of Education, Office for Civil Rights:

**U.S. Department of Education**

Office for Civil Rights  
Lyndon Baines Johnson Department of Education Building  
400 Maryland Avenue, SW  
Washington, DC 20202-1100  
OCR Email: [OCR@ed.gov](mailto:OCR@ed.gov)  
OCR Hotline: (800) 421-3481

Anyone making a report of a potential violation of this policy may:

- 1 Request supportive measures from the Title IX Coordinator;
- 2 File a formal, written complaint with the Title IX Coordinator, which will invoke the University's internal grievance procedures outlined herein;
- 3 Request the assistance of the Security department in filing a criminal complaint and preserving physical evidence; and/or
- 4 Contact local law enforcement to file a criminal complaint.

An individual may pursue some or all of these steps at the same time (e.g., one may simultaneously pursue an internal complaint and a criminal complaint).

## Preliminary Investigation and Supportive Measures

If the University receives a complaint or otherwise becomes aware of conduct that may violate this policy, a Deputy Title IX Coordinator, or in situations where Security is notified first, the Director of Security, will conduct a preliminary investigation to assess the nature and circumstances of the report and take prompt and effective action to protect those involved and the University community. This includes providing non-disciplinary, non-punitive supportive measures and remedies pending a Formal Investigation, if appropriate and as reasonably available. The Deputy Title IX Coordinator and/or Director of Security may consult with the Title IX Coordinator in making these decisions.

The Title IX Coordinator(s), after consultation with appropriate University personnel, as needed, may take supportive action that they deem appropriate to restore or preserve equal access to the University's educational programs and/or activities without unreasonably burdening the other Party, including measures designed to protect the safety of all Parties or the University's educational environment or to deter violations of this policy. Supportive measures may include, but are not limited to:

- Imposing a "no-contact" order, which will prohibit communication between the Parties involved, including in person, through third parties, or via electronic means;
- Directing appropriate University officials to alter academic or work schedules;
- Imposing interim probation and/or suspension pending the completion of the Formal Investigation.

Supportive measures are individualized based on the information gathered by the Title IX Coordinator(s), after consultation with appropriate University personnel. Supportive measures are available whether a formal complaint is filed with the Title IX Coordinator or not. The University will take all necessary steps to protect the complainant's identity when implementing supportive measures unless the complainant's identity is necessary in order to provide the supportive measure.

When a decision is reached to initiate a supportive measure that impacts a Respondent, the Title IX Coordinator(s) will notify the Respondent in writing. In the case of an interim probation and/or suspension, the University will assess the Respondent's imminent threat to the physical health or safety of the University community. If the University determines that an interim probation and/or suspension is warranted, the Respondent has the opportunity to appeal the decision by writing a formal appeal to the Title IX Coordinator within three (3) days of the written notification of the interim probation and/or suspension. The Title IX Coordinator will review the safety and risk analysis used to make the determination and either confirm or reverse the University's decision to implement the interim probation and/or suspension. The Title IX Coordinator's decision in this matter is final.



Every effort will be made to avoid depriving a student of his or her access to educational programs and activities, while also balancing the safety of the University community. Violation(s) of the Title IX Coordinator(s)' directives and/or administrative actions may lead to additional sanctions.

A determination that a Formal Investigation under the grievance procedure is not necessary does not preclude the University from taking appropriate steps to eliminate, deter, remedy, or address prohibited or otherwise disruptive conduct. While the conduct reported to the Title IX Coordinator may not violate this policy, it may be a violation of student conduct or employee conduct policies and will be referred to the appropriate University administrators as needed.

## Violations of Other University Policies

In the situation when an initial assessment or investigation under this policy identifies additional related possible violations of University policy (other than violations of Sexual Harassment as described in this policy) by the same party(ies) that would normally be handled through the student or employee conduct processes, the Title IX Coordinator will refer those potential conduct violations to the appropriate University personnel for investigation and adjudication.

## Informal Resolution Process

Full Sail offers an informal resolution process as an alternative to the Formal Investigation process. This informal proceeding focuses on conciliation rather than culpability and therefore does not involve a sanctioning process. In the informal resolution process, both Parties must agree in writing to engage in the Informal Resolution Process and will be asked to resolve the problem with the mediation of a trained University official.

Upon the filing of the *Sexual Harassment Formal Complaint Form*, the Title IX Coordinator(s) will attempt to intervene in order to reach a satisfactory resolution between the individuals directly involved. The Informal Resolution process may be an appropriate process depending on the conduct alleged to have been violated. The Informal Resolution process may be chosen at the discretion of the parties and is not mandatory. Either party may choose to end the Informal Resolution process at any time and pursue the Formal Investigation process. The Informal Resolution process is not available for sexual harassment complaints concerning sexual violence or when an employee is alleged to have sexually harassed a student.

If informal attempts to resolve the complaint are unsuccessful, or if the Title IX Coordinator believes an informal procedure is inappropriate, the Formal Investigation process can be utilized at any time.

Upon receipt of a request to engage in the Informal Resolution process, the Title IX Coordinator, or his/her designee, may meet with the Parties and their respective advisers separately, together, or both, and may permit both Parties to present evidence. The purpose of the meetings is to clarify issues and resolve the complaint.

If meeting resolves the complaint, a conciliation agreement, stipulating the terms of the resolution, will be signed by both Parties as mutually agreed upon terms. Each party will be simultaneously given a copy of the final signed agreement.

If the conciliation process is not successful, resolution of the complaint will follow the Formal Investigation and Grievance Procedure described herein, if appropriate, or the applicable student or employee conduct process.

## Formal Investigation and Grievance Procedure

### Purpose of Formal Investigation and Grievance Procedure

The purpose of the Formal Investigation and Grievance Procedure is to determine, among other things, the following:

- Whether a violation of the Title IX Policy has occurred; and
- Whether there is an ongoing risk of harm or further prohibited conduct, and if so, to take steps to eliminate and prevent its recurrence.

### Determination of Undertaking a Formal Investigation

Upon receipt of a complaint alleging a violation of this policy, the Title IX Coordinator(s) will assess the circumstances of the complaint, including the preliminary investigation and related information, and contact the Complainant to determine their desired outcome. The Title IX Coordinator(s) will provide the Complainant with this policy, including information regarding supportive measures, available resources, and the resolution and investigation processes. If the Complainant chooses to pursue a Formal Investigation, the Respondent will be notified of the investigation, supportive measures, available resources, and their rights regarding the process. Both Parties will be sent a Notice of Allegations letter.

If the conduct alleged in the formal complaint would not constitute sexual harassment as defined under this policy, then the Title IX Coordinator must dismiss the formal complaint and the Formal Investigation and Grievance Procedure of this policy. However, that does not preclude the University from taking steps to address the conduct under student or employee conduct policies. Additionally, the Title IX Coordinator may dismiss a formal complaint under this policy if a written request from the Complainant seeking to withdraw the complaint is made, if the Respondent is no longer enrolled or employed at the University, or if specific circumstances prevent the gathering of evidence necessary to reach a determination.

Additionally, the Title IX Coordinator has the discretion to consolidate multiple complaints or reports into a single investigation if evidence relevant to one incident might be relevant to the others.

### Grievance Process Timeline

Full Sail University will work to complete a Formal Investigation promptly upon receiving a complaint or otherwise becoming aware of the alleged prohibited conduct. In addition, during the course of the investigation, the University may need to delay the grievance process for good cause, which may include concurrent law enforcement activity, the need for language assistance, or disability accommodations. The University will take all reasonable efforts to apprise all Parties of the progress of the investigation.

### Notice of Allegations

Upon receipt of a formal complaint, the Title IX Coordinator will promptly advise the Complainant and Respondent of the allegations in writing (Notice of Allegations). The Notice of Allegations will include:

- The identities of the Parties involved (if known);
- The specific University policy allegedly violated;
- The exact conduct allegedly constituting the potential violation;

- The date and location of the alleged incident (if known); and
- A statement that the Respondent is presumed not responsible for the alleged conduct until a determination has been made at the conclusion of the grievance process.

The Notice of Allegations will also include a description of the grievance process as outlined in this Policy, and specifically notify the Complainant and Respondent of their right to have an advisor of their choice.

### **Right to an Advisor**

Both Parties (Complainant and Respondent) have the right to an advisor of their choice (a parent, friend, mentor, attorney, etc.) who may accompany them to meetings with University personnel during the course of the investigation as well as the hearing. If a Party does not have an advisor present at the hearing, the University will provide an advisor to conduct cross-examination on behalf of that Party.

### **Assigning an Investigator**

When a determination is made to proceed with a Formal Investigation, the Title IX Coordinator will assign an investigator(s) ("the investigator"). This individual must be trained in Title IX laws and regulations, and must not have a conflict of interest or bias for or against the Complainant or Respondent, or complainants or respondents generally.

### **Cooperation**

All University faculty, staff, and students are expected to cooperate fully in the investigation process.

### **Opportunity to Participate**

The University is responsible for gathering evidence during an investigation. However, the Complainant and the Respondent will have an equal opportunity to present witnesses and other evidence. In addition, the Parties will have an equal opportunity to inspect and review any evidence obtained as part of the investigation that is directly related to the allegations in the formal complaint. The Parties have the right to request that the investigator meet with relevant witnesses and evaluate relevant documentation or other evidence.

If a Party is invited or expected at an investigative interview or other meeting, the investigator will provide written notice of the date, time, location, participants, and purpose of the interview or meeting to that Party with sufficient time for the Party to prepare or participate.

### **Evidentiary Determinations**

The investigator has broad discretion in determining whether an offered witness or documentary evidence would be relevant or helpful to a determination. For example, some reasons an investigator might decline to speak to an offered witness include:

- There is not a sufficient basis that the person could have relevant information to the factual determination;
- The information to be solicited would be repetitive; and
- Confidentiality concerns balanced against the importance of the information.

Similarly, some reasons that an investigator might decline to seek or review documentary evidence include:

- The University does not have the expertise to consider scientific evidence;
- The information is repetitive; cost considerations balanced against the importance of the information; and
- Confidentiality concerns balanced against the importance of the information.

Local police and legal counsel may be consulted regarding evidence admissibility and the outcome of related legal proceeding.

## Investigative Report

For an investigation of a complaint of sexual harassment, the investigator will summarize the relevant evidence in a written draft Investigative Report. The investigator will send to each Party the draft Investigative Report including all evidence directly related to the allegations stated in the formal complaint in electronic format/hard copy. Each Party will have an equal amount of time and at least ten (10) days to review the evidence to identify additional witnesses or sources of information, reconcile conflicts in information, and submit a written response to the record of evidence. The investigator will consider a Party's written response to the record of evidence before issuing the final Investigative Report.

After both Parties have had the opportunity to respond to the record of evidence, the investigator will issue the final Investigative Report. The investigator will send each Party the final Investigative Report ten (10) days prior to a hearing or other event where responsibility will be determined.

## Live Hearing for Sexual Harassment Investigations

Unless the Parties have agreed to an Informal Resolution, the Respondent's responsibility will be determined by a panel of decision-makers after a live hearing.

- **Hearing Format:** Live hearings will be conducted with the Parties, their advisors, any witnesses, and the panel of decision-makers physically or virtually present in the same location, as deemed most appropriate by the Title IX Coordinator under the circumstances.
- **Cross-Examination and Relevancy:** At the live hearing, each Party's advisor may cross-examine the other Party and any witnesses. The questions on cross-examination must be delivered orally and be relevant to the allegations. Parties and witnesses may refuse to answer questions on cross-examination. If a Party or witness does not attend the live hearing or refuses to submit to cross-examination, the panel of decision-makers may rely on the prior statements and evidence provided by such person in reaching a responsibility determination.

The panel of decision-makers will determine whether a question is relevant prior to the Party or witness responding. If the panel of decision-makers determines a question is not relevant, they must explain their reasoning.

- **Appointment of Advisor:** The Parties are not permitted to cross-examine the other Party. If a Party does not have an advisor present at the live hearing who can cross-examine the other Party, the University will appoint an advisor.

- **Recording:** As required by Title IX regulations, the hearing will be recorded or transcribed. There is no expectation of privacy in the live hearing, and the recording or transcription will be available for review by both Parties. Full Sail will take all reasonable steps to exercise discretion and protect the privacy of those involved in a complaint. Any additional disclosure of information related to the complaint or report may be made if consistent with the Family Educational Rights and Privacy Act (FERPA), or Title IX requirements.

## Responsibility Determination

Upon completion of the live hearing, the panel of decision-makers will make a determination of responsibility. The panel of decision-makers must apply the *Preponderance of the Evidence* standard in reaching the determination. This means that the determination of responsibility is based on the evidence that there is a greater than 50% chance that the claim is true.

The panel of decision-makers must issue a written determination of responsibility simultaneously to both Parties. The written determination of responsibility must include:

- The allegations potentially constituting sexual harassment;
- A description of the procedural steps the University has taken in reaching the responsibility determination, including notifications to the Parties, interviews with the Parties and witnesses, methods used to gather evidence, and hearings held;
- Findings of fact supporting the determination;
- Conclusions regarding the application of this policy to the facts;
- A statement of responsibility and related sanctions imposed on the Respondent for each allegation;
- A statement of whether the University will offer any remedies to the Complainant; and
- A description of the University's appeal procedures.

The content of the written determination may be modified subject to the limitations of FERPA and other relevant Federal or State privacy laws.

Upon written request, Full Sail will disclose to the alleged victim of a crime of violence (as that term is defined in section 16 of title 18, United States Code), or a non-forcible sex offense, the report on the results of any disciplinary proceeding conducted by Full Sail against a student who is the alleged perpetrator of such crime or offense. If the alleged victim is deceased as a result of such crime or offense, the next of kin of such victim shall be treated as the alleged victim for purposes of this paragraph.

In all cases involving sexual harassment, the records will be archived by the Title IX Coordinator for a period of seven (7) years.

## False Charges

Filing an intentionally false charge with the University of unlawful discrimination, discriminatory harassment, sexual violence, or retaliation is a serious offense. If an investigation reveals that a Complainant knowingly filed false charges, the University may take appropriate actions, which may include termination or expulsion. The imposition of such sanctions does not constitute retaliation. However, a determination after investigation that a charge of harassment or discrimination lacks merit or did not rise to the level of a violation of this Policy does not necessarily mean that the charge was made in bad faith.

## Outcomes

Upon the conclusion of the Formal Investigation and Grievance Procedure, the panel of decision-makers will determine the appropriate sanctions and/or remedies and supportive measures for remedying the effects of a violation of this policy.

## Possible Sanctions

Where there is a finding of responsibility for violation of this policy, and depending on the facts and severity of the violation, the University could impose a variety of sanctions including, but not limited to the following:

- Oral or written warning (Employees and Students)
- Oral or written reprimand (Employees and Students)
- Required attendance at a sexual harassment sensitivity program (Employees and Students)
- Counseling (Employees and Students)
- Probation (Employees and Students)
- Suspension (Employees and Students)
- Expulsion (Students)
- Termination of Employment (Employees)

## Possible Remedies and Supportive Measures

Upon the receipt of a report of prohibited conduct under this Policy, and/or upon the conclusion of the Formal Investigation and Grievance Procedure, the Title IX Coordinator may implement remedies or actions to end the conduct, remedy its effects, and prevent its recurrence. Appropriate remedies and supportive measures may include, but are not limited to:

- Referral to counseling and health services (Employees and Students)
- Referral to the Employee Assistance Program (Employees)
- Prevention education for the University community (Employees and Students)
- Providing a Security department escort on campus, when available (Employees and Students)
- Assistance with academics, including schedules and assignments (Students)
- Permanently altering work arrangements for employees (Employees)
- Restriction of campus access for the Respondent, after a safety and risk analysis determines there is an immediate threat (Employees and Students)
- Implementing and/or continuing no-contact orders (Employees and Students)
- Campus Climate Surveys (Employees and Students)
- Policy modifications (Employees and Students)

## Appeal

The Complainant or the Respondent may file a request for an Appeal on the following basis:

- Procedural error, irregularity, or other failure to follow the institution's own procedures that affected the outcome of the matter;
- New evidence that was not reasonably available at the time the determination regarding responsibility or dismissal was made, that could affect the outcome of the matter; and/or
- The Title IX Coordinator, investigator(s), or panel of decision-makers had a conflict of interest or bias for or against complainants or respondents generally or the individual complainant or respondent that affected the outcome of the matter.

The appeal must be filed in writing with the Title IX Coordinator within five (5) business days of the receipt of the Outcome Letter and must clearly detail one or more of the above reasons as the basis for the appeal. A delay or incomplete request for an appeal may be grounds for the decision-maker to conclude that the appellant has waived their right to an appeal.

Supportive measures, such as mutual no-contact orders or academic course adjustments for either or both Parties may continue in place throughout an appeal process as determined by the University.

The University's Vice President of Academic Affairs will act as an impartial appellate officer during an appeal of this policy. The appellate officer will be free from conflict or bias and not involved in the underlying grievance decision, to determine first whether a timely and valid request for Appeal has been submitted, and if the Appeal is valid, oversee the Appeal process.

The University will notify both Parties upon receipt of a timely and complete request for an Appeal and provide both Parties with timeframes for each phase of the Appeal process. Following receipt of a valid appeal, both Parties will have an opportunity to submit a written statement in support of, or challenging, the outcome of the original hearing, this is the Statement of Appeal. Both Parties will have an opportunity to review and respond to the other Party's Statement of Appeal within a reasonable timeframe. All Statements of Appeal, responses, and any supporting evidence will be reviewed by the appellate officer.

The Vice President of Academic Affairs will make the final appeal decision and provide both the Complainant and Respondent with a written outcome of the appeal decision. There will be no further review of the decision.

## Accommodations

Full Sail University is committed to fostering mutual respect and full participation for all Parties in the Sexual Harassment Policy and Grievance Procedures. Students, faculty, and staff may request reasonable accommodation through either the Student Success Services department (for students) or Human Resources department (for faculty and staff). If you have, or think you may have, a disability that may affect your ability to report a complaint or participate in the grievance procedures, please contact the Student Success Services department or Human Resources to initiate a conversation about reasonable accommodations.

Requests for accommodations may be made to:

**Anne Soule**

Director of Student Success Services  
3300 University Boulevard  
Winter Park, FL 32792  
Phone: (407) 551-2024 ext. 8797  
Email: [success@fullsail.com](mailto:success@fullsail.com)

**Elaine Saunders**

Director of Human Resource Administration  
3300 University Boulevard  
Winter Park, FL 32792  
Phone: (407) 679-0100 ext. 8653  
Email: [elaine.saunders@fullsail.edu](mailto:elaine.saunders@fullsail.edu)

## Resources

**Winter Park Memorial Hospital**

200 N. Lakemont Avenue  
Winter Park, FL 32792  
Phone: (407) 646-7000

**Victim Service Center of Central Florida, Inc.**

2111 East Michigan Street, Suite 210  
Orlando, FL 32806  
24/7 Sexual Assault Helpline: 407-497-6701  
Phone: (407) 254-9415  
Email: [VSC@ocfl.net](mailto:VSC@ocfl.net)  
[www.victimservicecenter.com](http://www.victimservicecenter.com)

**National Sexual Assault Hotline (RAINN)**

Phone: (800) 656-HOPE  
[www.rainn.org](http://www.rainn.org)

**National Domestic Violence Hotline**

Phone: (800) 799-7233  
[www.thehotline.org](http://www.thehotline.org)

**Florida Council Against Sexual Violence**

1820 E. Park Avenue, Suite 100  
Tallahassee, FL 32301  
Phone: (888) 956-7273  
Email: [information@fcasv.org](mailto:information@fcasv.org)  
<http://www.fcasv.org/>

**Start Your Recovery: Substance Abuse Resources & Support**

[startyourrecovery.org](http://startyourrecovery.org)

**Employee Assistance Program (for employees of Full Sail University)**

ACI Specialty Benefits  
Toll Free: 855-RSL-HELP (855-775-4357)  
Email: [rsli@acieap.com](mailto:rsli@acieap.com)



## Rights of the Parties

Upon the receipt of a sexual harassment complaint, the University will provide the Complainant and Respondent with a written explanation of their rights and options as described below:

- The right to have all accusations of sexual harassment treated with seriousness and dignity;
- The right to have any claims, which fall within the scope of this policy, investigated and adjudicated through the University's Sexual Harassment Policy and Grievance Procedure and, where appropriate, duly constituted criminal and civil authorities of the governmental entity in which the crimes occurred; and the right to the full and prompt cooperation and assistance of campus personnel in notifying the proper authorities;
- The right to be free from pressure that would suggest that individuals (1) not report crimes committed against them to civil and criminal authorities or to the campus Security and disciplinary officials; (2) report crimes as lesser offenses than the individual perceives them to be; (3) are obligated to notify law enforcement authorities;
- The right to the full and prompt, reasonable cooperation from campus personnel in responding to the incident;
- The right to have access to counseling, health, mental health, victim advocacy, legal assistance, visa and immigration assistance, student financial aid, and other services established by Full Sail University or other entities;
- The right to require that campus personnel take the necessary steps or actions reasonably feasible to prevent unwanted contact with, or proximity to, alleged assailants after a complaint is reported;
- The right to available options that may be provided by the University for changes to transportation, working, academic and/or living situations, if requested, while an informal resolution or formal investigation is pending, including the option to issue a no-contact order. These steps will be taken regardless of whether the Complainant chooses to file a formal complaint;
- The right to be informed of disciplinary proceedings, be present at and participate in those proceedings, and be informed of the outcome of such proceedings;
- The same right to assistance, or ability to have others present, that is afforded to the other Party.

## 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
- Iraq and Afghanistan Service 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 *Funding Your Education: The Guide to Federal Student Aid* that explains each federal aid program in detail. This brochure may be downloaded from the Federal Student Aid website <http://studentaid.ed.gov>.

## Eligibility

To be eligible to receive federal student aid, you must:

- 1 Be a citizen or eligible noncitizen of the United States.
- 2 Have a valid Social Security Number (students from the Republic of the Marshall Islands, Federated States of Micronesia, and the Republic of Palau are exempt from this requirement).
- 3 Have a high school diploma or a General Education Development (GED) certificate, or have completed homeschooling. The University defines a Standard High School diploma using the Florida Department of Education standards at [www.fldoe.org](http://www.fldoe.org). If you do not fulfill any of these requirements, you may still be eligible for federal student aid if you were enrolled in college or career school prior to July 1, 2012. Go to <https://studentaid.gov/understand-aid/eligibility> for additional information.
- 4 Be enrolled in an eligible program as a regular student seeking a degree or certificate.
- 5 Maintain satisfactory academic progress.

- 6 Not owe a refund on a federal student grant or be in default on a federal student loan.
- 7 Register (or already be registered) with the Selective Service System if you are a male and not currently on active duty in the US Armed Forces (students from the Federated States of Micronesia, the Republic of the Marshall Islands, and the Republic of Palau are exempt from registering; see [www.sss.gov](http://www.sss.gov) for more information).
- 8 Not have a conviction for the possession or sale of illegal drugs for an offense that occurred while you were receiving federal student aid (e.g., grants, work-study, loans). If you have such a conviction, you must complete the Student Aid Eligibility Worksheet to determine if you are eligible for aid or partially eligible for 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 Federal 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, Iraq and Afghanistan Service Grant)
- 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. Some 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
- A specified tax return transcript for you and any parent whose information was reported on the FAFSA
- Documentation of other sources of taxed or untaxed income

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 and institutional 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 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 or suspended.*

## 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	2015–16: \$581–\$5,775
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	Up to \$500
Iraq and Afghanistan Service Grant	Grant: does not have to be repaid	For students who are not Pell-eligible due only to having less financial need than is required to receive Pell funds; whose parent or guardian died as a result of military service in Iraq or Afghanistan after the events of 9/11; and who, at the time of the parent's or guardian's death, were less than 24 years old or were enrolled at least part-time at an institution of higher education	Up to \$5,382.30 for grants first disbursed on or after Oct. 1, 2015 and before Oct. 1, 2016
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	Determined by cost of attendance less other financial aid received
Subsidized Federal Direct Loans Stafford Loan	Loan: must be repaid; no credit check required	For undergraduate students  Subsidized: US Department of Education pays interest while borrower is in school and during 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–\$5,500, depending on grade level

Program	Type of Aid	Program Details	Annual Amount
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	\$2,000–\$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  Various repayment options available; deferment or forbearance of payments available under certain conditions	Maximum amount is cost of attendance minus any other financial aid student receives

For more information, please see [www.FederalStudentAid.ed.gov/pubs](http://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. Additional information and resources can be found by referencing Full Sail University's Veterans Affairs Handbook, available at <http://www.fullsail.edu/admissions/military>.

## 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. Additional information and resources can be found by referencing Full Sail University's Veterans Affairs Handbook, available at <http://www.fullsail.edu/admissions/military>.

## Borrower's Rights and Responsibilities

Information about the terms and conditions of the loans you receive can be obtained by referencing your Direct Loan Master Promissory Note. You should always keep a copy for your records. You can also visit <http://www.direct.ed.gov/pubs/dlrights.pdf> to view the Borrower's Rights and Responsibilities Statement.

## Loan Repayment

Students are invited to consult with their Financial Aid Student Advisor or a Student Loan Management team member 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 may be required. Several repayment options are available.*



## 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 may be required. Several repayment options are available.

## Institutional Refund Policy

### Refunds

Full Sail University's Institutional Refund Policy has been established in accordance with current state and federal regulations and applicable accrediting standards. A refund to the student or fund source may result from the application of Full Sail University's Institutional Refund Policy.

### Refunds Due to Cancellations

Students who are not accepted by the University or cancel enrollment within five (5) business days of Full Sail University's receipt of a signed enrollment agreement are entitled to a 100% refund of tuition and fees (0% tuition and fees charged).

Students who have not visited Full Sail University prior to enrollment will have the opportunity to cancel all courses without penalty (0% of tuition and fees charged) within three (3) business days following either the regularly scheduled orientation or following a tour of the school.

Under any other circumstances, the \$75 registration fee is retained by Full Sail University.

### 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)
- Iraq and Afghanistan Service Grant
- 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 a semester.

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 the date that the institution determines that the student has withdrawn.

### 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 semester 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.

### 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 and fees 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

The date from which the refund is calculated is the last date that the student attended a class. Refunds will be made within thirty (30) days of the date that Full Sail University determines that the student has withdrawn. The original source from which monies are received dictates the entity to which monies are to be refunded. In the event of a student's prolonged illness, accident, death in the family, or other circumstances that make completion of the semester impossible or impractical, the school will attempt to make a fair and reasonable settlement. Full Sail University reserves the right to modify these policies in order to remain in compliance with any changes in the applicable laws and regulations.

## 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 Student Loan Management 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 can be done 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 a Student Loan Management team that is here to assist you with any questions that you may have regarding your student loan repayment obligations. Please feel free to call the Student Loan Management 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 (dial 9 first if needed to get an outside line).

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.

## **Sleeping/Loitering on Campus**

It is a violation of University policy for individuals to use public areas of University property for the purposes of sleeping or for loitering outside of normal business hours, which are Monday through Friday from 8:30 a.m. to 5:30 p.m. Outside of normal business hours, individuals should only be present in public areas of the University to participate in official course or club activities or meetings, to attend official University functions, or with express permission from the University.

It is expected that couches, benches, and the like that are made available by the University in public areas will be used for seating and not for sleeping. During normal business hours, any individual sleeping for more than ten minutes may be awakened and ask to leave the premises. Public areas include, but are not limited to, sidewalks, benches, lounge areas, steps/stairs on University property, academic and non-academic facilities, hallways, stairways, and University green spaces.

## **Safety in Private Spaces Act Policy**

Full Sail University (the “University”) complies with all requirements of the Florida Safety in Private Spaces Act. The University provides restrooms and changing facilities that are designated for the exclusive use of males or females, as defined in that law. The University also provides unisex restrooms.

As required by the Florida law, employees or students must use a restroom or changing facility that is consistent with their sex as defined by that law, or use a unisex restroom. Florida law does not recognize those who identify as neither male nor female, including non-binary individuals.

If a student or employee violates this policy, by entering a restroom or changing facility that is not designated for their sex and refuses to leave if asked, that person may be subject to discipline by the University. Under the law and this policy, there are some exceptions.

A student or employee may enter a restroom or changing facility designated for the opposite sex\* when:

- Chaperoning or assisting a child, elderly person, or person with a disability;
- An emergency situation exists in which the health or safety of another person is at risk;
- Entering for custodial or maintenance purposes (provided the restroom or changing facility is not in use); and
- The appropriately designated restroom or changing facility is out of order or under repair and the restroom or changing facility of the opposite sex is empty.

\*Note: For non-binary individuals, “opposite sex” for these purposes means sex other than that which was assigned to the individual at birth.

If any person who is not a student or employee improperly enters a restroom or changing facility designated for the opposite sex on the University’s premises and refuses to depart when asked to do so, the University will take all actions it deems appropriate given the circumstances.

Beginning July 1, 2024, a person may submit a complaint to the Florida Attorney General alleging that a covered entity failed to meet the minimum requirements for restrooms and changing facilities under the Florida Safety in Private Spaces Act.

Full Sail reminds all employees and students of its policies prohibiting harassment and discrimination, as well as its policy prohibiting violence (which includes provoking a fight, fighting, or threatening violence). Further, the University's policy prohibits treating a student or employee in a disrespectful manner. Please see the Employee Policy Manual and/or the Full Sail Code of Conduct section of this manual for more details.

Full Sail will not tolerate any harassment, discrimination, and/or violence against its employees or students, including based on gender identity or expression.

## Full Sail Emergency Hotline and Website

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 numbers for the **EMERGENCY HOTLINE** are **(407) 673-5363** and **(407) 657-5462**.

\*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 One site, *one.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 and 3
- Bridge between Buildings 3 and 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, 2021 through December 31, 2023.

### CRIMINAL OFFENSES – ON CAMPUS

Criminal Offense	2021	2022	2023
Murder/Non-negligent Manslaughter	1	0	0
Negligent Manslaughter	0	0	0
Rape	0	0	0
Fondling	0	0	0
Incest	0	0	0
Statutory Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	0



**CRIMINAL OFFENSES – ON CAMPUS**

<b>Criminal Offense</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Burglary	0	0	0
Motor Vehicle Theft (Do not include theft <i>from</i> a motor vehicle)	0	0	0
Arson	0	0	0
Domestic Violence (VAWA Offense)	0	0	0
Dating Violence (VAWA Offense)	0	0	0
Stalking (VAWA Offense)	0	0	1

**CRIMINAL OFFENSES – ON NON-CAMPUS UNIVERSITY PROPERTY**

<b>Criminal Offense</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Murder/Non-negligent Manslaughter	0	0	0
Negligent Manslaughter	0	0	0
Rape	0	0	0
Fondling	0	0	0
Incest	0	0	0
Statutory Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	0
Burglary	0	0	1
Motor Vehicle Theft (Do not include theft <i>from</i> a motor vehicle)	0	0	0
Arson	0	0	0
Domestic Violence	0	0	0
Dating Violence	0	0	0
Stalking	0	0	0

**CRIMINAL OFFENSES – ON ADJACENT PUBLIC PROPERTY**

<b>Criminal Offense</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Murder/Non-negligent Manslaughter	0	0	0
Negligent Manslaughter	0	0	0
Sex Offenses - Rape	0	0	0

**CRIMINAL OFFENSES – ON ADJACENT PUBLIC PROPERTY**

<b>Criminal Offense</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Sex Offenses - Fondling	0	0	0
Sex Offenses - Incest	0	0	0
Sex Offenses - Statutory Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	0
Burglary	0	0	0
Motor Vehicle Theft (Do not include theft <i>from</i> a motor vehicle)	0	0	0
Arson	0	0	0
Domestic Violence	0	0	0
Dating Violence	0	0	0
Stalking	0	0	0

**HATE CRIMES – ON CAMPUS**

<b>Category</b>	<b>Offense</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Race</b>				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
<b>Gender</b>				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
<b>Religion</b>				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0

**HATE CRIMES – ON CAMPUS**

Category	Offense	2021	2022	2023
Sexual Orientation				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Ethnicity				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
National Origin				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Gender Identity				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Disability				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0

**HATE CRIMES – ON NON-CAMPUS UNIVERSITY PROPERTY**

Category	Offense	2021	2022	2023
Race				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Gender				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Religion				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Sexual Orientation				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Ethnicity				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
National Origin				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0

**HATE CRIMES – ON NON-CAMPUS UNIVERSITY PROPERTY**

Category	Offense	2021	2022	2023
Gender Identity				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Disability				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0

**HATE CRIMES – ON ADJACENT PUBLIC PROPERTY**

Category	Offense	2021	2022	2023
Race				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Gender				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Religion				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0

**HATE CRIMES – ON ADJACENT PUBLIC PROPERTY**

Category	Offense	2021	2022	2023
Sexual Orientation				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Ethnicity				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
National Origin				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Gender Identity				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0
Disability				
	Larceny	0	0	0
	Assault	0	0	0
	Intimidation	0	0	0
	Vandalism	0	0	0

**ARRESTS – ON CAMPUS**

Crime	2021	2022	2023
Illegal Weapons Possession	0	0	1
Drug Abuse Violations	0	0	0
Liquor Law Violations	0	0	0

**ARRESTS – ON NON-CAMPUS UNIVERSITY PROPERTY**

<b>Crime</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Illegal Weapons Possession	0	0	0
Drug Abuse Violations	0	0	0
Liquor Law Violations	0	0	0

**ARRESTS – ON ADJACENT PUBLIC PROPERTY**

<b>Crime</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Illegal Weapons Possession	0	0	0
Drug Abuse Violations	0	0	0
Liquor Law Violations	0	0	0

**DISCIPLINARY ACTIONS – ON CAMPUS**

<b>Law Violation</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Illegal Weapons Possession	0	0	1
Drug Abuse Violations	0	1	1
Liquor Law Violations	0	0	0

**DISCIPLINARY ACTIONS – ON NON-CAMPUS UNIVERSITY PROPERTY**

<b>Crime</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Illegal Weapons Possession	0	0	0
Drug Abuse Violations	0	0	0
Liquor Law Violations	0	0	0

**DISCIPLINARY ACTIONS – PUBLIC PROPERTY**

<b>Law Violation</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Illegal Weapons Possession	0	0	0
Drug Abuse Violations	0	0	0
Liquor Law Violations	0	0	0

## UNFOUNDED CRIMES

Crime	2021	2022	2023
Unfounded Crimes	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 and 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 of 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.

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 search for Parking from the Support area of Full Sail One.

## 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.

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. Former 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.

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 a.m. to 5:30 p.m.) 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 and 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, and 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 Backlot or the patio/bridge that connects FS 1&2 to the Backlot. 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 and mopeds are considered motorized vehicles and are regulated by the same traffic laws and 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 1.5 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 is 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

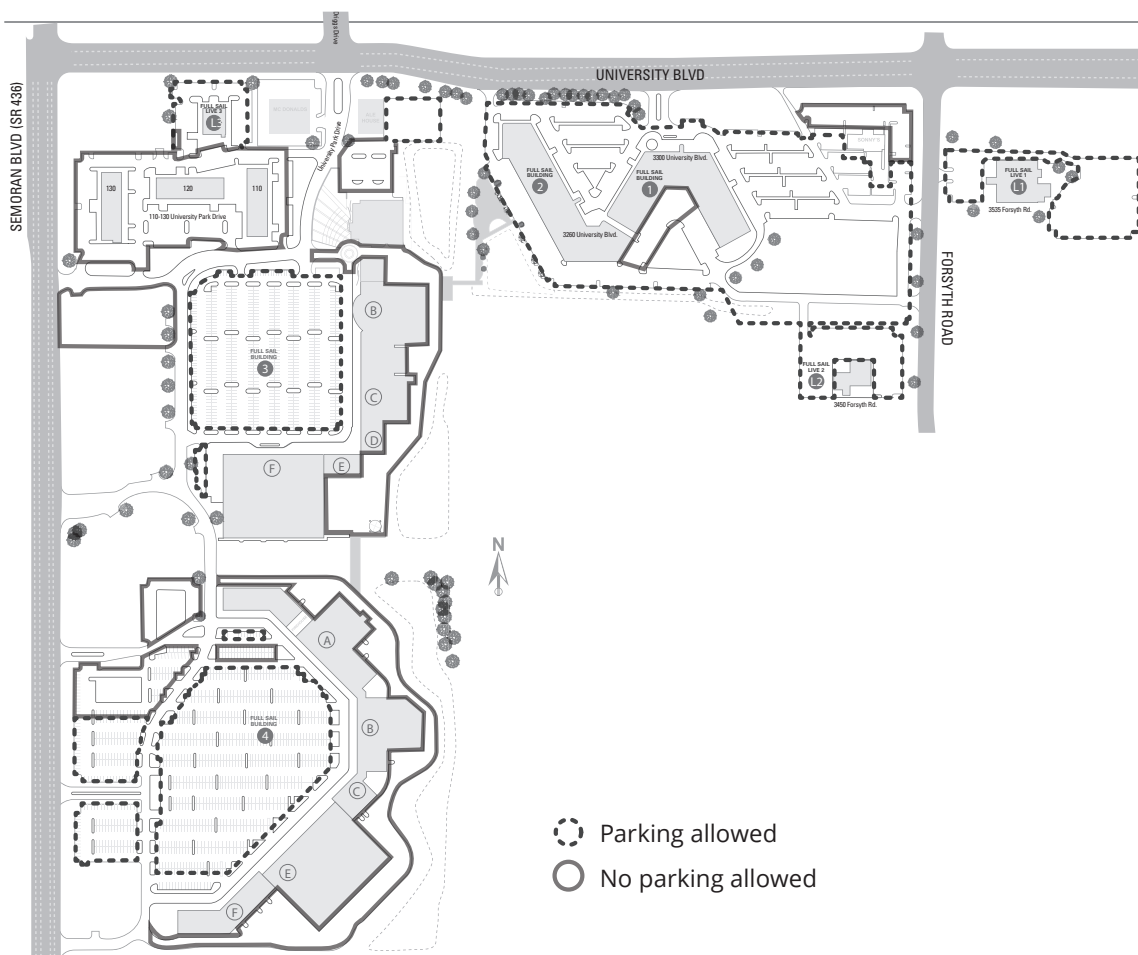
Students and staff wishing to dispute a ticket must submit an online Ticket Dispute form within 30 days of the ticket's issuance. Failure to submit a dispute form within the 30 days will render the dispute null and void. The online dispute form can be found by searching for Parking from the Support tab of Full Sail One and clicking on Parking Ticket Dispute. 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 search for Parking from the Support area of Full Sail One for the most up-to-date information.

### BUILDINGS FS-1, FS-2, FULL SAIL LIVE 1 & FULL SAIL LIVE 2



# 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.
- California** Full Sail University is a registered out-of-state institution in the state of California (Bureau for Private Postsecondary Education).

## 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.
- CEA** The Full Sail University Intensive English Program is accredited by the Commission on English Language Program Accreditation (CEA) for the period August 2024 through August 2034 and agrees to uphold the CEA Standards for English Language Programs and Institutions. CEA is recognized by the US Secretary of Education as a nationally recognized accrediting agency for English language programs and institutions in the United States. For further information about this accreditation, please contact the Commission on English Language Program Accreditation, 1001 N. Fairfax St., Suite 630, Alexandria, VA 22314, (703) 665-3400, [www.cea-accredit.org](http://www.cea-accredit.org).  
CEA Standards: <http://cea-accredit.org/about-cea/standards>  
CEA Complaint Policy: <http://cea-accredit.org/about-cea/complaints>
- 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.
- NC-SARA** Full Sail University is approved to participate in the National Council for State Authorization Reciprocity Agreements (NC-SARA) to offer distance education programs to students in member states.
- SEVP** Full Sail University is certified by the Student and Exchange Visitor Program (SEVP) and is authorized under federal law to enroll nonimmigrant students entering the United States on the F visa.

## Licensing, Accreditation & Annual Education Statistics

Program	Credential	Modality	Enrollment Year	Program Length (months)	Students Available for Graduation*	Graduates Within 150% Program Length (months)	Program Graduation Rate	Graduates Available for Employment**	Graduates Employed In-Field	In-Field Employment Percentage
<b>3D Arts</b>	Undergraduate Certificate	Online	06/2022 - 05/2023	7	159	78	49%	64	39	61%
<b>3D Arts</b>	Undergraduate Certificate	Campus	06/2022 - 05/2023	7	4	3	75%	2	1	50%
<b>Application Development Fundamentals</b>	Undergraduate Certificate	Online	06/2022 - 05/2023	7	37	17	46%	13	10	77%
<b>Audio Arts</b>	Undergraduate Certificate	Online	06/2022 - 05/2023	7	530	277	52%	230	127	55%
<b>Audio Arts</b>	Undergraduate Certificate	Campus	06/2022 - 05/2023	7	30	22	73%	12	5	42%
<b>Audio Production</b>	Associate of Applied Science	Online	10/2021 - 09/2022	12	105	45	43%	38	28	74%
<b>Audio Production</b>	Associate of Science	Online	04/2021 - 03/2022	16	82	59	72%	40	28	70%
<b>Audio Production</b>	Bachelor of Science	Online	09/2019 - 08/2020	29	755	288	38%	259	197	76%
<b>Business</b>	Undergraduate Certificate	Online	06/2022 - 05/2023	7	103	38	37%	33	24	73%
<b>Business</b>	Undergraduate Certificate	Campus	06/2022 - 05/2023	7	4	4	100%	3	3	100%
<b>Business Intelligence</b>	Master of Science	Online	10/2021 - 09/2022	12	39	25	64%	23	22	96%
<b>Computer Animation</b>	Associate of Science	Campus	01/2022 - 12/2022	10	6	6	100%	4	1	25%
<b>Computer Animation</b>	Associate of Science	Online	04/2021 - 03/2022	16	90	71	79%	55	22	40%
<b>Computer Animation</b>	Associate of Science (ext)	Campus	04/2021 - 03/2022	16	1	1	100%	1	1	100%
<b>Computer Animation</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	91	68	75%	57	34	60%
<b>Computer Animation</b>	Bachelor of Science	Online	09/2019 - 08/2020	29	487	204	42%	183	113	62%
<b>Computer Animation</b>	Bachelor of Science	Campus	09/2019 - 08/2020	29	53	32	60%	29	19	66%
<b>Computer Science</b>	Associate of Science	Campus	01/2022 - 12/2022	10	1	1	100%	0	0	N/A
<b>Computer Science</b>	Associate of Science	Online	04/2021 - 03/2022	16	10	5	50%	2	1	50%

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## Licensing, Accreditation & Annual Education Statistics

Program	Credential	Modality	Enrollment Year	Program Length (months)	Students Available for Graduation*	Graduates Within 150% Program Length (months)	Program Graduation Rate	Graduates Available for Employment**	Graduates Employed In-Field	In-Field Employment Percentage
<b>Computer Science BS</b>	Bachelor of Science Completion	Online	09/2021 - 08/2022	13	2	2	100%	2	2	100%
<b>Computer Science</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	18	15	83%	14	11	79%
<b>Computer Science</b>	Bachelor of Science	Online	09/2019 - 08/2020	29	113	50	44%	50	41	82%
<b>Computer Science</b>	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	5	2	40%	2	2	100%
<b>Computer Science</b>	Undergraduate Certificate	Online	06/2022 - 05/2023	7	66	41	62%	32	16	50%
<b>Computer Science</b>	Undergraduate Certificate	Campus	06/2022 - 05/2023	7	3	3	100%	1	0	0%
<b>Computer Science</b>	Master of Science	Online	10/2021 - 09/2022	12	3	0	0%	0	0	N/A
<b>Creative Writing</b>	Associate of Science	Online	04/2021 - 03/2022	16	53	42	79%	36	24	67%
<b>Creative Writing</b>	Associate of Science	Campus	01/2022 - 12/2022	10	1	1	100%	1	0	0%
<b>Creative Writing</b>	Bachelor of Fine Arts	Campus	10/2020 - 09/2021	20	45	34	76%	28	18	64%
<b>Creative Writing</b>	Bachelor of Fine Arts	Online	09/2019 - 08/2020	29	320	178	56%	158	107	68%
<b>Creative Writing</b>	Bachelor of Fine Arts (ext)	Campus	09/2019 - 08/2020	29	27	12	44%	8	6	75%
<b>Creative Writing</b>	Undergraduate Certificate	Online	06/2022 - 05/2023	7	111	69	62%	51	28	55%
<b>Creative Writing</b>	Undergraduate Certificate	Campus	06/2022 - 05/2023	7	5	5	100%	4	3	75%
<b>Creative Writing</b>	Master of Fine Arts	Online	10/2021 - 09/2022	12	90	70	78%	63	54	86%
<b>Cybersecurity BS</b>	Bachelor of Science Completion	Campus	01/2022 - 12/2022	10	17	17	100%	59	51	86%
<b>Cybersecurity BS</b>	Bachelor of Science Completion	Online	09/2021 - 08/2022	13	79	62	78%	12	9	75%
<b>Digital Arts &amp; Design</b>	Associate of Applied Science	Campus	10/2021 - 09/2022	12	6	6	100%	6	4	67%
<b>Digital Arts &amp; Design</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	27	21	78%	18	14	78%

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Digital Arts & Design	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	20	10	50%	8	8	100%
Digital Cinematography	Associate of Applied Science	Online	10/2021 - 09/2022	12	43	17	40%	16	12	75%
Digital Cinematography	Associate of Science	Online	04/2021 - 03/2022	16	54	41	76%	34	23	68%
Digital Cinematography	Bachelor of Science	Online	09/2019 - 08/2020	29	532	241	45%	225	178	79%
Digital Marketing	Associate of Applied Science	Online	10/2021 - 09/2022	12	23	7	30%	4	4	100%
Digital Marketing	Associate of Science	Online	04/2021 - 03/2022	16	11	8	73%	8	6	75%
Digital Marketing	Bachelor of Science	Online	09/2019 - 08/2020	29	144	76	53%	70	58	83%
Digital Marketing	Post-Baccalaureate Certificate	Online	10/2022 - 09/2023	4	26	18	69%	16	14	88%
Digital Marketing	Master of Science	Online	10/2021 - 09/2022	12	105	82	78%	76	70	92%
Entertainment Business	Associate of Science	Campus	01/2022 - 12/2022	10	2	2	100%	0	0	N/A
Entertainment Business	Associate of Science	Online	04/2021 - 03/2022	16	17	11	65%	7	5	71%
Entertainment Business	Associate of Science (ext)	Campus	04/2021 - 03/2022	16	1	1	100%	1	1	100%
Entertainment Business	Bachelor of Science	Campus	10/2020 - 09/2021	20	18	14	78%	13	13	100%
Entertainment Business	Bachelor of Science	Online	09/2019 - 08/2020	29	116	72	62%	67	58	87%
Entertainment Business	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	14	6	43%	6	6	100%
Entertainment Business	Master of Science	Campus	10/2021 - 09/2022	12	54	48	89%	38	33	87%
Entertainment Business	Master of Science	Online	10/2021 - 09/2022	12	156	118	76%	114	95	83%
Film and Video	Undergraduate Certificate	Online	06/2022 - 05/2023	7	328	228	70%	174	96	55%
Film	Associate of Applied Science	Campus	10/2021 - 09/2022	12	8	8	100%	7	4	57%

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<b>Film and Video</b>	Undergraduate Certificate	Campus	06/2022 - 05/2023	7	19	10	53%	8	2	25%
<b>Film</b>	Associate of Science	Campus	01/2022 - 12/2022	10	1	1	100%	0	0	0%
<b>Film</b>	Associate of Science (ext)	Campus	04/2021 - 03/2022	16	1	1	100%	1	1	100%
<b>Film</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	245	205	84%	195	148	76%
<b>Film</b>	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	93	53	57%	48	39	81%
<b>Film Production</b>	Master of Fine Arts	Campus	10/2021 - 09/2022	12	89	77	87%	72	63	88%
<b>Game Art</b>	Associate of Science	Campus	01/2022 - 12/2022	10	6	6	100%	5	2	40%
<b>Game Art</b>	Associate of Science	Online	04/2021 - 03/2022	16	48	37	77%	26	11	42%
<b>Game Art</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	74	44	59%	39	29	74%
<b>Game Art</b>	Bachelor of Science	Online	09/2019 - 08/2020	29	340	137	40%	128	67	52%
<b>Game Art</b>	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	54	27	50%	25	14	56%
<b>Game Business &amp; Esports</b>	Undergraduate Certificate	Online	06/2022 - 05/2023	7	33	18	55%	11	10	91%
<b>Game Design</b>	Associate of Applied Science	Campus	10/2021 - 09/2022	12	4	3	75%	1	0	0%
<b>Game Design</b>	Associate of Applied Science	Online	10/2021 - 09/2022	12	54	23	43%	14	5	36%
<b>Game Design</b>	Associate of Science	Online	10/2017 - 09/2018	44	5	0	0%	0	0	N/A
<b>Game Design</b>	Associate of Science	Online	04/2021 - 03/2022	16	78	68	87%	45	16	36%
<b>Game Design</b>	Associate of Science	Campus	04/2021 - 03/2022	16	1	1	100%	1	0	0%
<b>Game Design</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	117	90	77%	68	40	59%
<b>Game Design</b>	Bachelor of Science	Online	09/2019 - 08/2020	29	980	343	35%	301	141	47%

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<b>Game Design</b>	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	62	27	44%	23	14	61%
<b>Game Design</b>	Undergraduate Certificate	Online	06/2022 - 05/2023	7	214	133	62%	94	27	29%
<b>Game Design</b>	Undergraduate Certificate	Campus	06/2022 - 05/2023	7	3	2	67%	2	2	100%
<b>Game Design</b>	Master of Science	Campus	10/2021 - 09/2022	12	62	55	89%	43	32	74%
<b>Game Design</b>	Master of Science	Online	10/2021 - 09/2022	12	86	58	67%	49	41	84%
<b>Game Development</b>	Associate of Science	Campus	01/2022 - 12/2022	10	11	11	100%	8	3	38%
<b>Game Development</b>	Associate of Science	Online	04/2021 - 03/2022	16	7	2	29%	1	1	100%
<b>Game Development</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	75	43	57%	36	28	78%
<b>Game Development</b>	Bachelor of Science	Online	09/2019 - 08/2020	29	13	6	46%	6	6	100%
<b>Game Development</b>	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	40	18	45%	17	15	88%
<b>Graphic Design</b>	Associate of Applied Science	Online	10/2021 - 09/2022	12	73	47	64%	40	32	80%
<b>Graphic Design</b>	Associate of Science	Online	04/2021 - 03/2022	16	77	55	71%	51	32	63%
<b>Graphic Design</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	24	19	79%	18	15	83%
<b>Graphic Design</b>	Bachelor of Science	Online	09/2019 - 08/2020	29	549	246	45%	234	173	74%
<b>Graphic Design</b>	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	9	4	44%	4	3	75%
<b>Information Technology</b>	Associate of Science	Campus	01/2022 - 12/2022	10	33	24	73%	4	4	100%
<b>Information Technology</b>	Associate of Science	Online	04/2021 - 03/2022	16	331	148	45%	98	81	83%
<b>Information Technology</b>	Associate of Science (ext)	Campus	04/2021 - 03/2022	16	7	5	71%	2	2	100%
<b>Information Technology</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	7	4	57%	4	3	75%

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<b>Information Technology</b>	Bachelor of Science	Online	09/2019 - 08/2020	29	137	53	39%	51	43	84%
<b>Information Technology</b>	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	9	4	44%	4	3	75%
<b>Information Technology</b>	Undergraduate Certificate	Online	06/2022 - 05/2023	7	148	87	59%	67	48	72%
<b>Information Technology</b>	Undergraduate Certificate	Campus	06/2022 - 05/2023	7	5	3	60%	1	1	100%
<b>Innovation &amp; Entrepreneurship</b>	Master of Science	Online	10/2021 - 09/2022	12	30	24	80%	23	21	91%
<b>Instructional Design &amp; Technology</b>	Post-Baccalaureate Certificate	Online	10/2022 - 09/2023	4	16	14	88%	14	13	93%
<b>Instructional Design &amp; Technology</b>	Master of Science	Online	10/2021 - 09/2022	12	42	27	64%	26	26	100%
<b>Marketing</b>	Undergraduate Certificate	Online	06/2022 - 05/2023	7	73	40	55%	32	23	72%
<b>Media Communications</b>	Associate of Applied Science	Campus	10/2021 - 09/2022	12	2	2	100%	2	2	100%
<b>Media Communications</b>	Associate of Applied Science	Online	10/2021 - 09/2022	12	15	9	60%	9	7	78%
<b>Media Communications</b>	Associate of Science	Online	04/2021 - 03/2022	16	24	22	92%	20	16	80%
<b>Media Communications</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	23	16	70%	16	13	81%
<b>Media Communications</b>	Bachelor of Science	Online	09/2019 - 08/2020	29	190	117	62%	112	95	85%
<b>Media Communications</b>	Bachelor of Science	Campus	09/2019 - 08/2020	29	20	9	45%	8	7	88%
<b>Media Design</b>	Master of Fine Arts	Online	10/2021 - 09/2022	12	75	52	69%	50	43	86%
<b>Media Strategy</b>	Undergraduate Certificate	Online	06/2022 - 05/2023	7	33	24	73%	18	14	78%
<b>Media Strategy</b>	Undergraduate Certificate	Campus	06/2022 - 05/2023	7	1	1	100%	1	1	100%
<b>Mobile Development</b>	Associate of Science	Online	04/2021 - 03/2022	16	17	17	100%	16	12	75%
<b>Mobile Development</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	1	0	0%	0	0	N/A

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<b>Mobile Development</b>	Bachelor of Science	Online	09/2019 - 08/2020	29	65	8	12%	8	4	50%
<b>Mobile Development</b>	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	3	1	33%	1	0	0%
<b>Music Business</b>	Associate of Science	Online	04/2021 - 03/2022	16	24	18	75%	15	12	80%
<b>Music Business</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	26	19	73%	19	14	74%
<b>Music Business</b>	Bachelor of Science	Online	09/2019 - 08/2020	29	140	80	57%	75	63	84%
<b>Music Business</b>	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	9	3	33%	2	1	50%
<b>Music Production</b>	Associate of Applied Science	Campus	10/2021 - 09/2022	12	4	4	100%	3	3	100%
<b>Music Production</b>	Associate of Applied Science	Online	10/2021 - 09/2022	12	83	32	39%	25	9	36%
<b>Music Production</b>	Associate of Science	Online	04/2021 - 03/2022	16	36	24	67%	17	7	41%
<b>Music Production</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	103	58	56%	53	42	79%
<b>Music Production</b>	Bachelor of Science	Online	09/2019 - 08/2020	29	411	119	29%	106	71	67%
<b>Music Production</b>	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	55	18	33%	16	10	63%
<b>New Media Journalism</b>	Master of Art	Online	10/2021 - 09/2022	12	53	32	60%	31	29	94%
<b>Public Relations</b>	Master of Art	Online	10/2021 - 09/2022	12	59	44	75%	43	38	88%
<b>Recording Arts</b>	Associate of Applied Science	Campus	10/2021 - 09/2022	12	10	8	80%	6	5	83%
<b>Recording Arts</b>	Bachelor of Science	Campus	10/2020 - 09/2021	20	207	125	60%	120	95	79%
<b>Recording Arts</b>	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	104	33	32%	30	23	77%
<b>Show Production</b>	Associate of Applied Science	Campus	10/2021 - 09/2022	12	4	4	100%	3	2	67%
<b>Show Production</b>	Associate of Science	Campus	04/2021 - 03/2022	16	2	2	100%	1	1	100%

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Show Production	Bachelor of Science	Campus	10/2020 - 09/2021	20	35	28	80%	27	25	93%
Show Production	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	24	15	63%	15	12	80%
Simulation & Visualization	Bachelor of Science	Campus	10/2020 - 09/2021	20	13	9	69%	8	7	88%
Simulation & Visualization	Bachelor of Science	Campus	09/2019 - 08/2020	29	10	8	80%	7	7	100%
Sports Marketing & Media	Associate of Applied Science	Campus	10/2021 - 09/2022	12	1	1	100%	1	1	100%
Sports Marketing & Media	Associate of Applied Science	Online	10/2021 - 09/2022	12	3	2	67%	2	1	50%
Sports Marketing & Media	Associate of Science	Online	04/2021 - 03/2022	16	4	4	100%	4	3	75%
Sports Marketing & Media	Bachelor of Science	Campus	10/2020 - 09/2021	20	13	8	62%	8	8	100%
Sports Marketing & Media	Bachelor of Science	Online	09/2019 - 08/2020	29	52	19	37%	16	14	88%
Sports Marketing & Media	Bachelor of Science	Campus	09/2019 - 08/2020	29	5	1	20%	1	1	100%
Sportscasting	Associate of Science	Campus	01/2022 - 12/2022	10	6	5	83%	5	3	60%
Sportscasting	Associate of Science	Online	04/2021 - 03/2022	16	18	16	89%	14	12	86%
Sportscasting	Bachelor of Science	Campus	10/2020 - 09/2021	20	56	43	77%	42	37	88%
Sportscasting	Bachelor of Science	Online	09/2019 - 08/2020	29	122	60	49%	56	42	75%
Sportscasting	Bachelor of Science (ext)	Campus	09/2019 - 08/2020	29	20	5	25%	5	4	80%
Sportscasting	Undergraduate Certificate	Online	06/2022 - 05/2023	7	54	30	56%	16	14	88%
Sportscasting	Undergraduate Certificate	Campus	06/2022 - 05/2023	7	3	2	67%	2	1	50%
User Experience	Undergraduate Certificate	Online	06/2022 - 05/2023	7	25	14	56%	11	7	64%
Visual Design	Undergraduate Certificate	Online	06/2022 - 05/2023	7	145	85	59%	67	44	66%

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Visual Design	Undergraduate Certificate	Campus	06/2022 - 05/2023	7	1	0	0%	0	0	N/A
Web Design	Associate of Science	Online	04/2021 - 03/2022	16	13	7	54%	6	3	50%
Web Design	Bachelor of Science	Campus	10/2020 - 09/2021	20	1	1	100%	1	1	100%
Web Design	Bachelor of Science	Online	09/2019 - 08/2020	29	85	28	33%	26	22	85%

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The information provided is a summary of the graduation and employment data that was submitted to ACCSC on October 7, 2024.

## 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, backpack, 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](http://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(α)

**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(α) (2) and 881(α) (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(α) (4)

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

### 21. U.S.C. 844(α)

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

### 21. U.S.C. 853(α)

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, phonorecords, 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 copyrighted work as a whole; and
- (d) the effect of the use upon the potential market for or value of the copyrighted 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 copyrightable 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 under the Connect tab on Full Sail One. Click on Clubs from the left side panel 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](http://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](mailto:CLDinfo@ie-events.com)

### **Learning Disabilities Association**

4156 Library Rd.  
Pittsburgh, PA 15234-1349  
(412) 341-1515  
(412) 344-0224  
[www.ldanatl.org](http://www.ldanatl.org)

### **Learning Disabilities Association of Florida**

c/o Bridges Academy  
894 Gary Hillery Dr.  
Winter Springs FL, 32708  
[graceparrish@lda-fl.com](mailto:graceparrish@lda-fl.com)  
[www.lda-fl.com](http://www.lda-fl.com)

### **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 and 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