



# STUDENT HANDBOOK

## **Main Campus (Including Online)**

3904 Lonas Drive  
Knoxville, Tennessee 37909  
(865) 251-1800

## **Parkside Campus**

400 Goody's Lane  
Knoxville, Tennessee 37922

## **Asheville Campus**

140 Sweeten Creek Road  
Asheville, North Carolina 28803  
(828) 398-2500

## **Nashville Campus**

616 Marriott Drive  
Nashville, Tennessee 37214  
(615) 802-3000

## **Atlanta Campus**

2600 Century Parkway NE  
Atlanta, Georgia  
(470) 322-1200

[www.south.edu](http://www.south.edu)

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## **WELCOME**

Welcome! Thank you for choosing South College for your educational pursuit. This Student Handbook has been prepared to serve as a resource for you.

South College faculty and staff are here to help you reach your potential intellectually, socially, and professionally. You will be challenged by your faculty members in your courses to increase your understanding and develop new knowledge. Activities and events are designed to enhance your in-class experience and help you connect with other students and professionals.

On behalf of our faculty and staff, we wish you success at South College. We are here to help you as you work to meet the responsibilities, opportunities, and challenges of your educational program and accomplish your goals.

## **STUDENT RIGHTS AND RESPONSIBILITIES**

Institutions of higher education are in existence to provide learning experiences for their students. Academic freedom in teaching and learning is essential to this purpose and is fundamental for the protection of the rights of the students as well as the faculty members. Students at South College have the rights of freedom of inquiry and speech within their learning experiences. These rights are based on the assumption that students will act responsibly in the learning environment.

South College is committed to developing in each student an understanding of the knowledge and ethics that are consistent with responsible professional and social behavior. Students are expected to meet academic requirements as well as to develop a sense of personal responsibility toward others and respect for their individual rights. The atmosphere of the college reflects these goals, and in turn, each student must be aware of his/her individual responsibility to behave accordingly.

By enrolling as a student at South College, students agree to abide by the rules and regulations of the college. The Academic Honor Code is included in this Handbook, as well as Student Conduct Standards and Regulations which address student behavior. Alleged violations of the Academic Honor Code, Student Conduct Standards and Regulations, or the Computer Code of Ethics should be referred to the Director of Student Affairs (Main Campus/Parkside Campus, or Online) or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses).

Some areas of study have supplementary materials in programmatic policies and procedures manuals that students in these disciplines are responsible for as well as those in this Student Handbook.

South College reserves the right to change any provision listed in the South College Catalog and all other college publications without actual notice to students.

## INTRODUCTION

This Student Handbook serves as a general introduction and guide for all South College students; it is specifically designed to inform students of policies, rules, and procedures as a supplement to the Catalog. Many of the campus resources, which are available to all students whether graduate or undergraduate or onground or online, are discussed in this Handbook. The Catalog, or any subsidiary handbook, is not intended as a contract between the student and the institution.

In addition, South College encourages its students to seek out any of its staff or faculty whenever questions arise. We hope many questions will be answered in this Handbook and in the current issue of the Catalog.

South College is an equal opportunity college open to any qualified individual without regard to race, religion, sex, age, color, national or ethnic origin, sexual orientation, or disability. Pursuant to all applicable federal anti-discrimination laws, including Section 504 of the Rehabilitation Act of 1973, and regulations, South College does not discriminate against any of the protected categories of individuals in the administration of policies, programs, or activities. This nondiscrimination policy includes admission policies, loan programs, employment practices, and all other college-administered programs. The following individuals are charged with ensuring South College's compliance with these laws: Dean of Academic and Student Services (Main Campus & Parkside Campus) 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-293-4576; Dean of Academic and Student Services (Asheville Campus), 140 Sweeten Creek Road, Asheville, NC 28803, Phone: (828) 398-2566; Dean of Academic and Student Services (Nashville Campus), 616 Marriott Drive, Suite 550, Nashville, TN 37214, Phone: (629) 802-3000; Dean of Academic and Student Services (Atlanta Campus), 2600 Century Parkway NE Suite 110, Atlanta GA 30345, Phone (470) 322-1200; Dean of Academics Online (Online), 3904 Lonas Drive, Knoxville, TN 37909, Phone (912) 272-8256.

## **SOUTH COLLEGE MISSION STATEMENT**

South College is a private, co-educational, non-sectarian academic institution that embraces the traditional higher education mission triad of teaching, scholarly contribution, and service. Consistent with its long history, the institution places primary emphasis on providing quality undergraduate and graduate educational opportunities and associated student support services, for the intellectual, social, and professional development of a diverse student body.

South College offers professional and career-focused curricula designed to cultivate students' successful learning and the ability to apply knowledge, think critically, and communicate effectively. Through comprehensive academic programs, innovative and contemporary in content and mode of delivery, students are exposed to diverse perspectives and skills essential to independent and life-long learning. Because academic programs are professional and career-focused, South College responds to local, regional, and national employment needs and supports current workforce trends.

In addition to providing quality educational opportunities, South College promotes the advancement of knowledge by supporting and recognizing the scholarly activities of its faculty and students and the use of scholarship in education and service. The South College faculty seeks to advance knowledge by conducting research and publishing research results as appropriate, creating artistic and literary works, presenting at professional and scientific meetings, and participating in professional development activities, as consistent with the role of each faculty member.

As an institution of higher education, South College recognizes its responsibility to society and supports both institutional and individual commitments to service. Therefore, South College encourages its administration, faculty, and staff to invest their knowledge, experience, and expertise in community, professional, and institutional service.

The definition and achievement of this mission guide South College in strategic planning and decision making at all levels of the institution. The core values of excellence, responsibility, and integrity serve as the foundation for assessing the quality of institutional, school/departmental, and individual performance in achieving this mission.

## **ACADEMIC INFORMATION**

The Chief Academic Officer, in conjunction with academic faculty and staff, is responsible for developing and implementing all academic programs, policies, and procedures, as well as establishing and enforcing academic program requirements. Faculty members, Deans/Department Chairs, the Directors of Student Success/Affairs, the Deans of Academic and Student Services, the Campus Presidents, the Vice Chancellor for Student Services, and the Chief Academic Officer are all available to assist students in these areas.

Information regarding grading, academic status, changes in class schedule, program requirements, and graduation can be found in the CATALOG (INCLUDING ADDENDUM). It is each student's responsibility to read and follow all policies and procedures written in this Handbook and the Catalog. It is strongly recommended that sections of the Catalog pertaining to the above topics be noted and read. The college reserves the right to change any provision listed in the Catalog without actual notice to individual students. The Catalog and any associated Addendum are available online at [www.south.edu](http://www.south.edu).

### **Programs of Study**

Students should thoroughly familiarize themselves with the program they wish to pursue and understand the necessary requirements for admission, progression, and graduation. The Catalog offers a complete outline of each major and lists descriptions of all courses. Whatever program is selected for pursuit, a student should take into consideration the following guidelines:

1. Students should take required courses as soon as possible in order to benefit from a more logical, sequential educational framework.
2. Consecutive courses should be taken in their natural, logical sequence.

### **Student Knowledge of Requirements**

Students are responsible for properly completing their academic programs, being familiar with all requirements of the Catalog, maintaining the required grade point average, meeting all program and course requirements, and adhering to school policies, rules, and regulations. Students are encouraged to seek counsel from faculty advisors or other staff members, but the final responsibility remains that of the student.

## **Academic Participation**

South College does not have an institutional attendance policy; however, because absences result in lower achievement, students are expected to participate in each class session. Faculty members may establish participation policies for their classes at their own discretion. Students are responsible for knowing and complying with course requirements, including participation policies, as published by faculty members; therefore, they should consult with their faculty members at the beginning of each term about the policy in effect. **A leave of absence is not available.**

Students, whether present or absent from class, are responsible for knowing all that is announced, discussed, or lectured upon in class or lab, as well as for mastering all assigned reading. In addition, students are responsible for submitting on time all assignments and tests, recitations, unannounced quizzes, etc. Make-up work may be permitted at the faculty member's discretion.

Past observation has indicated a positive relationship between regular class participation and good academic performance. It makes sense to make the most of your educational opportunities.

## **Canvas**

All South College classes use the Canvas Learning Management System. This system is primary for course delivery for online courses/programs and used to supplement on-ground classroom activities. Faculty members can post course materials to the specific Canvas site for the convenience of the students in the class and for online sharing of information. Students have access to Canvas course sites, including course syllabi and faculty contact information, at least five days before the term begins. Use of Canvas also supports South College efforts to become more environmentally friendly by using less paper. Students are encouraged to purchase a USB Flash Drive to store their downloaded documents. Resources and assistance for students is available on the Student Portal.

## **Cancellation of Classes**

Students should consult the calendar in the Catalog and on the institutional website for information concerning holidays. If South College closes for inclement weather, announcements of cancelled classes will be made via the South College notification system, email, and local radio and TV stations (in the Knoxville area -TV Channels 6, 8, and 10; WOKI-FM, and WIVK-FM or WNOX-AM; in the Asheville area - WLOS-TV or check online at WLOS.com; in the Nashville area - local ABC Channel 2 WKRN and NBC Channel 4 WSMV channels; in the Atlanta area – local ABC, CBS, NBC, and Fox stations). Please do not call the associated campus. If no announcement is made, assume that classes are being held on a regular schedule. Make-up of course material for any cancelled courses will normally be completed via Canvas. Excessive cancellations may lead to needed makeup sessions which could be held on weekends as needed. Students who have provided a mobile number will also receive a text message via the South College.

If there is a power failure while a onground class is in session, the faculty member should allow 30 minutes for the electricity to be restored. After that time, the class should continue only if sufficient light exists in the classroom.

Students are expected to be on time for class and stay the full time the class is in session. If a faculty member is late, students are to remain in the class for fifteen minutes before alerting an administrator that the faculty member is not present.

## **Final Exams**

All students are expected to take their final exams at the designated time listed in the course syllabus. If a student has extreme mitigating circumstances, he/she can submit a request to the Director of Student Affairs (Main Campus/Parkside Campus, or Online) or the Dean of Academic and Student Services (Asheville, Nashville, or Atlanta campuses) to have their final exam re-scheduled. Vacations and holiday trips are normally not an appropriate reason. Please be sure to check the college academic calendar before making any plans.

## **Academic Advising**

Upon admission, undergraduate students are assigned a Student Success Advisor, who provides assistance during enrollment and for class scheduling. After a specified timeframe, onground students will transition to a Dean/Department Chair and/or members of the faculty who will serve as academic advisors for each major. The Student Success Advisor will send notification to the student when this transition will occur. For students enrolled in fully online programs, the Student Success Advisor will provide advising to the student throughout the entire program. During the initial conference with the Student Success Advisor, the advisor and the student will design a scheduling plan that meets the student's educational goals and the requirements for the program. Thereafter, each term the student must meet with his/her advisor to up-date his/her plan and to pre-register for classes for the following term.

Graduate students are assigned an advisor upon beginning coursework. This advisor should be consulted at the beginning of each term and again during registration for upcoming quarters. As students progress in their program, the advisor will work with each student toward completion of the capstone requirement(s) for his/her program.

## **Changing Majors**

Students are allowed a maximum of two program changes and must receive approval following review of Satisfactory Academic Progress standing. Changing from an associate level program to a baccalaureate level program in the same area is not considered a change of program. Program changes normally become effective at the beginning of the subsequent term that the program change form is complete. Students wishing to change their declared major should meet the dean/department chair for the program they wish to change to. For some programs, program admission requirements must be met and admission to that program granted before a change is possible. For other programs, there are no additional requirements beyond general admission. If the change to the new program is granted, the student must then file a change of major form with the Registrar's office. It is best to file this change prior to the pre-registration process so that the advisor can review the student's updated progress report. It is also courteous to inform the dean/department chair of the previous major of the change.

## **Changing Contact Information**

Students who have moved or changed their mailing address and/or telephone number should communicate this information to the Registrar's office.

## **Computer Use and Priority**

South College has established the following guidelines and procedures for on-campus classroom computer usage:

1. Students in regularly scheduled classes have first priority in computer use.
2. Students in tutorial sessions or those who need lab time have second priority.
3. Faculty, staff, and administrators may use the computer in a third priority position.

Students agree to abide by the college's Computer Code of Ethics when using the college's computer resources. The Computer Code of Ethics can be accessed via the Student Portal and Canvas sites.

## **Grades**

The grading scale for each course is included in the course syllabus. Final grades are available for review by students via the Student Portal. Undergraduate students wishing to challenge a final course grade must notify the faculty member for the course in question and the Director of Student Affairs (Main Campus/Parkside Campus), their Student Success Advisor (Online), or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses), as well as the campus Registrar, within fourteen calendar days of the final exam. Undergraduate student grade challenges after this time will not be permitted, and the grade recorded by the faculty member will prevail. For graduate programs, students must contact the faculty member for the course and the associated Dean to challenge a grade. If the grade appeal is not received prior to the beginning of the subsequent quarter, the grade stands as recorded by the faculty member.

Students in graduate programs should review the procedures for grading published in the Catalog section for the program and their program handbook.

## **Graduation**

Commencement exercises for undergraduate students and graduate students in programs are held once per year. All graduates are encouraged to participate. An email is sent to each potential graduate at the beginning of his/her final quarter with information regarding deadline for submitting the graduation application to the Registrar's office and instructions for order graduation regalia. A graduation fee is due and payable during the student's last quarter of enrollment. Each student must satisfy all graduation requirements stated in the college catalog/addendum in order to graduate. In addition, ceremonies to recognize students who complete a program, or a phase of a program, will be scheduled as appropriate to the specific program. These include Pinning Ceremonies, White Coat ceremonies, or Convocations.

## **Incomplete Grades**

An incomplete (I) will be given at the discretion of a faculty member to any student who does not complete the course requirements due to documentable, mitigating circumstances. To receive an incomplete, the student must complete at least 50 percent of the total course requirements and make satisfactory arrangements with the faculty member for completion of the remainder of the required course work. It is then the student's responsibility to complete and submit, in a specified time, the remainder of the required course work. This procedure must be completed by the end of the first week of the subsequent quarter (unless special approval is received from the associated Dean/Department Chair) or the incomplete will be changed to an F. The final grade for the course will be changed from an I grade to an A, B, C, D, or F as appropriate.

## **Intellectual Property Policy**

South College shall retain the rights, title, and interest in all intellectual properties generated, designed, created, or developed in facilities owned or operated by the college, supported by funds administered by the college, and/or performed while in the role of regular duties and responsibilities by South College members. All South College full-time and part-time students, faculty and staff,

members from program professional communities, and any individual from a sponsored award, grant, or contract are considered South College members for the intent and purpose of this policy and are subject to its terms.

### **Registration Procedures**

Each term, students are asked to register for upcoming academic terms. The dates for registration are published in the academic calendar. This process allows students to have priority choices for classes and allows the bookstore to gain the necessary information to make timely acquisition of needed textbooks. Drop/add dates at the beginning of each term are also published in the academic calendar.

During each term, information is communicated to students regarding registration procedures. When all procedures are strictly followed, the student is officially registered for the next quarter.

This procedure generally follows these guidelines:

1. Students confer with advisors to plan a schedule that meets the student's educational goals and the requirements for the program.
2. Students complete online registration procedures.
3. Students are notified if information is needed by the Financial Aid Department.

Students may purchase textbooks from the South College Barnes & Noble Bookstore or through another source. It is highly recommended that books be reserved as soon as the class schedule is completed. Some courses may be on the Barnes and Noble First Day program, which provides immediate access to electronic course materials upon entry to the classroom. First Day textbooks are easy and convenient for student use, provide an affordable option, and support student success by ensuring every student has the materials needed for the first day of class. Some First Day course materials include additional educational resources such as workbooks, problems sets, tutorials, videos, and interactive software. Students enrolled in courses that utilize First Day will be automatically charged for the course materials unless they choose to opt-out. Students who opt-out are responsible for purchasing course materials at the full retail price through another source. Students may opt-out by utilizing the Opt-Out tool in Canvas through the Course Materials link in the course. Students may contact the Barnes and Noble Bookstore if they encounter any difficulty opting out using the Opt-Out tool at [bookstore@south.edu](mailto:bookstore@south.edu) or 865-251-1833.

### **Satisfactory Academic Progress**

A student must make measurable progress toward the completion of his/her course of study. Poor performance, such as failing grades or withdrawals from courses, may result in satisfactory academic progress issues. Successful completion of all scheduled courses each term is very important.

Minimum standards of satisfactory progress apply to all students. *Individual academic programs, particularly graduate programs, may require additional qualitative and quantitative standards for continued matriculation in those programs. Please see the Catalog section and program handbook for the chosen program and carefully review all requirements.*

For the purpose of determining whether or not a student is making such progress, the college has established minimum satisfactory progress standards that stipulate that students must meet required minimum standards according to a prescribed schedule in three areas.

- Maintain a minimum cumulative grade point average (CGPA);
- Maintain a minimum cumulative course completion rate (CCCR); and
- Complete program of study in not more than one and one-half times the required program length (maximum program length) measured in credit hours.

For purposes of satisfactory progress evaluation, all courses attempted in a quarter are included (i.e., on-ground, on-line, mid-quarter, full-quarter, etc.). In addition, transfer credits awarded that are associated with a student's major will be included in both hours attempted and hours earned for the purposes of satisfactory progress evaluation. If a student changes their major, their transcripts will be reviewed again for possible additions. Grades for transfer credits awarded from other postsecondary institutions are not included in the CGPA.

All students will be evaluated for satisfactory academic progress at the end of each quarter beginning with their first quarter. Satisfactory academic progress is evaluated in terms of cumulative grade point average and in terms of credits hours earned versus credit hours attempted at the end of each quarter. For a complete description of these standards, please contact the Director of Student Affairs (Main Campus/Parkside Campus), the Dean of Academics (Online), or the Dean of Academic and Student Services (Asheville, Nashville, or Atlanta campuses).

Graduate students and students in some individual academic programs are required to progress in their program as indicated by the program curriculum. Academic and progression deficiencies are handled by the faculty of these programs and these processes are outlined in the program's handbook.

### **Student Copying and Printing**

Students log into Papercut at <http://papercut.south.edu>, using the same credentials used to access Canvas. Click the "Add Credit" link in the left-hand pane, select the amount to add from the drop-down menu, and purchase credit with a valid credit card. The cost per page for printing is 3 cents while copying is 5 cents.

This cost is subsidized with South College continuing to apply monies from the Technology Fee to keep printing and copying costs as low as possible. Each student pays for only what he/she prints or copies. For online courses, required submissions will be made in electronic format and do not require printing.

For more information regarding Student Printing, go to the South College website, [www.south.edu](http://www.south.edu), and click on *Current Students* and then click on *Computer, Printing, & Technology Resources*.

### **Student Portal and Email Accounts**

The Student Portal is a web-based application built on a Microsoft.Net framework. It is an online system providing access 24/7 to your school information including class materials. The portal provides access to vital South College information such as final grades, library web resources and databases, schedules, calendars, assignments, and direct messaging from faculty and staff. Student Portal information is provided via e-mail to each student and reinforced during Orientation/Welcome Session processes.

South College's student e-mail system provides the ONLY email communication support to faculty, staff, students. The Canvas online learning system is used in classes to conduct or enhance class instruction by providing course materials and information, promote student and faculty interaction, and centralizing submission of required student work. All students MUST utilize their South College email account. All external email addresses (Hotmail, Yahoo, Gmail, etc.) are not supported in the college system and ONLY South College email accounts will be used to communicate with students.

### **Help Desk**

The South College Help Desk is the main point of contact for students that require IT assistance at the college. A link for the Help Desk is located on the main page of the South College website (Click on Current Students) and is accessible using your Student Portal login and password ([helpdesk.south.edu](http://helpdesk.south.edu)). If you are unable to log in to the Help Desk, please send an email to [support@south.edu](mailto:support@south.edu).

All issues, including problems and how-to questions related to Canvas (including the Canvas student app) should be reported using the Canvas Help menu options: Live chat, call line, and "Get Help from Canvas Support." Canvas experts are available 24/7/365 to support students with any Canvas related issues. If you have an issue with your password and need it reset, there is a link to instructions on the login page of Canvas.

### **Transcripts**

#### From Other Institutions

It is required by the college that each student enrolled in classes to submit an official transcript from his/her high school or GED/HiSET testing center and all colleges attended.

The college assumes the responsibility of mailing transcript requests and paying any fees associated with obtaining the transcript. However, it is ultimately the student's responsibility to ensure that the college receives the requested transcripts. If the high school or GED/HiSET transcript is not received by the college within 30 days of the student's start date, the student will be notified and asked to contact the high school/testing center/college to determine when the transcript will arrive. If the transcript is not received within the next 30 days from notification, all financial aid funds may be delayed, and denial of these funds could occur. A student may be denied registration for classes in future quarters until all required transcripts are received.

Please note that any outstanding financial responsibilities the student may have incurred may cause the transcript to be withheld by the college previously attended.

#### From South College

Upon graduation, students are entitled to one official transcript at no cost. Additional official transcripts will be \$13.00 each. Requests for transcripts and payment of associated fees must be submitted online by going to [www.south.edu](http://www.south.edu) and clicking on *Transcripts* at the bottom of the page. Academic transcripts will not be issued to any student who has an outstanding balance with the college or who is in default on any federal, state, or institutional loan unless special approval from the Chief Academic Officer is given. Official academic transcripts are not provided to the student but sent to the institution/organization identified by the student.

## **Transfer of Credits**

### Undergraduate Programs

South College accepts students who wish to transfer earned credits from other accredited colleges. Credits in courses that are within the area of concentration for which a student is seeking admission and in which he/she has earned a grade of C or better and that are equivalent, in content and credit, to the associate South College course(s) may be accepted for transfer.

South College accepts transcripts for transfer credit evaluation throughout the students' academic program with verification that all limits placed on total allowable transfer credits will not be exceeded. Once official transcripts are received, the Registrar's office evaluates the transcripts and informs the student of the number of transfer credits that may be applied to his/her course of study at South College. Credits for transfer are evaluated and credit awarded for the appropriate courses taken at an accredited collegiate institution.

South College reserves the right to require submission of course descriptions, syllabi, and/or faculty qualifications as need is determined during the review process.

College credit will not be given for developmental courses such as basic mathematics or English. Skills courses will be reviewed for transfer on an individual basis.

South College **does not guarantee** that credit earned at South College will be accepted by another college. Students thinking of transferring to other colleges and universities should consult with the registrars at those institutions concerning the work completed at South College.

### Graduate Programs

South College has determined that the faculty of each graduate program has the responsibility for establishing a policy on whether the program will accept transfer of graduate credit from other accredited institutions. If allowed, the applicable policy is included in the catalog section for that program and the program handbook (if applicable) and is available from program personnel.

## **Withdrawal from a Course or from the College**

### Withdrawal from a Course

Students must consult with their faculty member, dean/department chairperson, and/or advisor before officially dropping any course to discuss future scheduling issues. Once this is completed, a course withdrawal form may be obtained from the Office of the Registrar. A course is not considered to be officially dropped until the appropriate form has been completed, signed by the advisor, and acknowledged by the Registrar. Students withdrawing from any course are advised to consult with the Financial Aid Office to determine any effects of this action on aid.

### Withdrawal from the College

As obstacles arise that affect enrollment at South College, students are encouraged to discuss these challenges with their dean/department chair and/or the Director of Student Affairs, (Main Campus/Parkside Campus), Director of Student Success (Nashville Campus), Student Success Advisor (Online), or the Dean of Academic and Student Services (Asheville or Atlanta campuses). Many times, these individuals may provide suggestions that result in continued enrollment.

A withdrawal is considered to be official when a student notifies the Registrar's Office or the Chief Academic Officer (Parkside Campus), Dean of Academics (Online), or the Dean of Academic and Student Services (Asheville, Nashville, Atlanta, or Main campuses). No other college official has the authority to accept official withdrawals. Withdrawals can be done in person, by phone, or by written notification to the proper authority.

Students who do not officially withdraw will be considered enrolled in courses until an appropriate academic participation verification point.

## **FINANCIAL AID INFORMATION**

The Financial Aid Office assists students with scholarships, loan and grant information, and the financial aid application procedure. The office may also be able to help students with part-time employment through the Federal Work Study program. On-campus positions include tutoring, working in office areas, resource center/library positions, lab positions, and working with specific departments in several capacities. There are also work-study positions with off campus agencies and organizations available.

Students may apply for financial aid by completing the Free Application for Federal Student Aid (FAFSA) online. The college's website directs students to the appropriate web address. Students without internet access should consult with a financial aid staff member.

Current information regarding tuition and fees may be found in the Catalog (including Addendum). The Catalog can be accessed from the South College website by clicking on Academics. Tuition and fees are payable upon completion of registration each term. All students are expected to take the initiative to promptly pay their financial obligations to the college. Failure to pay accounts, when due, may result in the denial of registration or graduation, the withholding of transcripts, or other disciplinary actions.

### **Installment Payment Plans**

Although many students pay their tuition in full at registration each term, the college has several installment payment plans available for qualified students who may need to use income from a part-time job or personal resources to pay tuition each quarter. Information about installment payment plans is available from the Financial Aid Office. Please note that an installment payment agreement is a privilege extended to qualified students. Students who do not meet their approved payment schedule may have the privilege of installment payment withdrawn. Students may make tuition payments via telephone or arrange for monthly automatic withdrawals from designated accounts.

### **Financial Responsibility**

Students are expected and required to meet all financial obligations to South College incurred while enrolled. Registration for future terms may be restricted in cases where financial obligations are not met. To receive a degree or certificate, a student must satisfy all financial obligations to the college prior to graduation.

### **Refund Policy**

Tuition and fees are charged on a quarterly basis. If a student withdraws for any reason, tuition and fees will be refunded according to the applicable policy cited in the Catalog (including Addendum).

## **STUDENT SERVICES**

Areas within student services include entrance testing, orientation, advising, counseling, student activities and organizations, career services, disability services, graduation, tutoring, resource center/library services, bookstore, safety, and student discipline. In addition, community resources and referral lists are available from the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Director of Student Success (Asheville, Atlanta, or Nashville campuses) for alcohol and drug abuse information sources, housing information, and daycare providers. Several of the student services offered are discussed in the next paragraphs.

### **Advising and Counseling Services**

Students who are experiencing academic concerns should first contact their faculty members who are directly involved in the concern. Concerns not reconciled at this level should then be addressed with the dean/department chair and subsequently the Chief Academic Officer (Parkside Campus), the Dean of Academics (Online), or the Dean of Academic and Student Services (Asheville, Atlanta, Main, or Nashville campuses). Career and job advising can be addressed with the Career Services Coordinator (Main Campus & Parkside Campus), the Student Services Coordinator (Nashville Campus) or the Director of Student Affairs/Success (Asheville or Atlanta campuses, or Online). Students with non-academic concerns should contact the Director of Student Affairs (Main Campus/Parkside Campus or Online) or Director of Student Success (Asheville, Atlanta, or Nashville campuses). Students may request advising via telephone, email, or in-person.

South College students (and their family members) also have complimentary access to resources and counseling through ComPsych. Students can call a licensed counselor via toll free phone line, chat, or email. These counselors are available 24/7 and can help with any issue, including anxiety, depression, stress, grief, life adjustments, substance abuse, and relationship conflict. If needed, students will be referred to a counselor located in their community where they will receive up to three, in-person sessions free of charge per issue. ComPsych has a large network of counselors throughout the United States, so all our students (regardless of where they are) will have access to in-person counseling. Students may select counselors based on specialty, language, gender, or religious

preferences. In addition to phone-based and in-person counseling, students also have access to GuidanceResources which is a website that contains articles, podcast, videos, slideshows, and “ask the expert” personal responses to wellness questions.

**Phone-based counselors: 844-268-5855**

**Website: [guidanceresources.com](http://guidanceresources.com) (Web ID: SouthCollege)**

### **Bookstore**

A college bookstore is maintained for the convenience of the students. South College has partnered with Barnes and Noble to provide a college bookstore at the Main and Nashville Campuses for the convenience of the students. Books and supplies may also be ordered on-line from the Barnes and Noble bookstore through the college website for students who are taking online courses or who are at the Asheville, Atlanta, and Parkside Campuses. Most necessary books and some supplies may be obtained at the bookstore. The price of books and supplies is not included in the tuition.

Bookstore hours are posted at the bookstore and via the institutional website. Please see the bookstore personnel for information regarding book returns.

### **Career Services**

For South College graduates, the Career Services Coordinator (Main Campus & Parkside Campus), the Student Services Coordinator (Nashville Campus), or the Director of Student Affairs/Success (Asheville or Atlanta campuses, or Online) is available to provide information at no charge regarding career guidance, resume writing, and job-search strategies. While the primary focus of Career Services is to assist students upon graduation, any enrolled student may seek employment information through this office.

Although job placement **cannot be guaranteed**, it is vitally important to both the student and the college that each student obtain appropriate employment. Therefore, as students approach the last quarter of their programs, specific and personalized instruction is provided in the preparation of professional resumes and cover letters, as well as job search strategies and interviewing skills.

### **Community Resources and Referral List**

1. Alcoholism and Drug Abuse - In addition to the information distributed to all students during their initial orientation session, an additional list of programs for the treatment of alcoholism and drug abuse is available from the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Director of Student Success (Asheville, Atlanta, or Nashville campuses).
2. Child Care - South College does not provide day-care facilities. Students must make arrangements for their children's care. Students needing assistance finding childcare may see the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Director of Student Success (Asheville, Atlanta, or Nashville campuses).
3. Housing - A listing of rental residence options is available for students to use when looking for housing in the Knoxville, Asheville, Nashville, or Atlanta area. Contact the Director of Student Affairs (Main Campus/ Parkside Campus) or the Director of Student Success (Asheville, Atlanta, or Nashville campuses).

### **Formal Complaint Procedures**

To facilitate the process of addressing complaints and resolving issues, a formal complaint form is available on the student portal under Student Services and/or from the Director of Student Affairs (Main Campus & Parkside Campus), the Dean of Academics (Online), or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville Campus). Students should submit the form to the indicated individual who will contact the appropriate parties and assure that the complaint is addressed within 10 business days of submission.

Many times, complaints are filed because there is a misunderstanding, a miscommunication, or a lack of full knowledge regarding a policy or procedure. These types of complaints can usually be resolved by a meeting with the parties involved. Formal complaints are tracked and followed up appropriately using the college's formal complaint tracking form.

### **Health Services for Students**

South College does not provide health services. However, the institution does have an agreement with Cherokee Health Systems (CHS) that allows South College students (Knoxville) to seek health care services from a CHS facility (procedures for health insurance are carried out by CHS). The facility will verify current enrollment at South College in order to proceed with services. Students enrolled at the Asheville Campus may seek medical care at the Sisters of Mercy Urgent Care Centers (several locations in Asheville). Students enrolled at the Nashville Campus may seek medical care at Neighborhood Health, which offers low cost health services in Davidson, Wilson, and Trousdale counties, including discounted services for those without health insurance. Please see Department of Student Services personnel for additional information. Students in the metro Atlanta area can go to <https://findhealthcenter.hrsa.gov/> to locate a low-cost health center. Examples of health centers located within 5 miles of the Atlanta Campus include Oakhurst Northlake and Mercy Care Chamblee.

## **Immunization Requirements**

All new students enrolling in onground classes at South College campuses in Tennessee and North Carolina are asked to submit certain immunization documentation. Students new to South College should minimally provide proof of immunity to Measles, Mumps, Rubella and Varicella (chicken pox). Students may enroll with documentation of one dose of each required vaccine by the date specified for their enrollment period. The minimum immunization requirements and exemptions to the requirements are discussed in the admissions process.

Students pursuing a Health Profession program at all campuses are required to meet specific program requirements regarding immunization for Hepatitis B and other diseases. The documentation required for program-required immunizations is outlined during the program admission process.

## **Resource Center/Library Services**

South College provides a resource center/library on each campus for its students. Students are provided access to a wide range of resources to support their programs of study. Resources include electronic books, electronic journals, online databases, streaming videos, and Internet access. New electronic resources are added to the collections throughout the year and recommendations for new resources are encouraged. Library databases, electronic books, and electronic journals are only available through the library website. Reference services and interlibrary loan services are also available at all campuses and electronically.

Library instruction and training is available online and by scheduled consultation. A Library Orientation course is available in Canvas for all students. Library video tutorials are available on the library website, listed under Tutorials, to assist all students. The Orientation course and video tutorials provide students with the information needed to use library resources to the greatest advantage. Additional assistance is available through the library's online Reference Desk. Assistance can be requested by phone, chat, email, or text. Scheduled consultations with library personnel are available. Please contact the circulation desk at any campus to request a consultation.

Resource Center/Library hours are posted at the entrance of each location and on the library website. More information about South College's resource center/libraries is available on the college website. Click on 'Library' in the Quick Links menu on the main page.

## **Off-Campus Activities**

Periodically, South College faculty members arrange for field trips which relate to classroom material being covered or to the overall scope of a particular program. In order to promote safety during these activities, students will receive pertinent training prior to these events occurring (i.e., universal precautions, security, equipment usage, etc.). Several voluntary extra-curricular activities are also scheduled each quarter and some of these are also off-campus. The same policy outlined below applies to these activities as well.

For off-campus activities, it is the responsibility of the faculty member and students to arrange their own transportation both to and from these locations. South College does not provide transportation nor endorse any method of transportation. In cases where students decide to carpool or ride with a faculty member, all liability is assumed by the driver of the associated vehicle, not the college. Any expenses associated with emergency medical procedures are the responsibility of the associated student and/or employee. Each student signs a hold harmless agreement during application to the institution.

## **Orientation/Welcome Sessions**

The college provides online orientation modules for student review in the New Student Orientation course in Canvas. Campus Welcome Sessions are also scheduled each term. Information provided is designed to acquaint new students with academic life and college services. All new students and those students re-entering after an absence of one year or more are asked to participate. Information regarding both the New Student Orientation Course and the Welcome Sessions are provided by the Admissions Department or by the Student Success Advisors.

## **Student Activities**

Participation in student organizations and other campus activities provides students with an opportunity to apply knowledge and develop the sense of leadership which employers desire in potential employees. Student Services offers opportunities for students to participate in community service activities and projects. Volunteering to assist others is beneficial to all parties and is greatly encouraged.

Activities and programs that meet the needs of students and focus on academic achievement and career interests are welcome. Groups with missions that specifically support educational goals and career interests can be easily formed and are welcomed at South College. Students interested in forming new clubs or organizations are encouraged to meet with the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Director of Student Success (Asheville, Atlanta, or Nashville Campus) to discuss the group's goals and plans. All recognized student clubs must have a faculty/staff member as an advisor.

All out-of-class functions require approval by the Department of Student Services. All fund-raising activities must be submitted on the appropriate form to the Student Service staff for approval prior to the activity. Although student organizations have banquets and may host other social activities, the drug-free policy is in effect for any sanctioned event. Alcohol is not allowed at the event regardless of the location, unless approved by the Chancellor. The Department of Student Services may be contacted for more information on student organizations and the regulations governing them.

### **Tutoring Assistance**

The Writing Lab is available to all students and faculty who wish to gain feedback during their writing processes. Writing Lab tutors include English faculty members who are trained to help with any writing assignment or project.

Math tutoring is available to all students who wish to improve their math skills. Both faculty and peer tutoring are available.

At the Main Campus and Parkside Campus, schedules and information for both the Writing Lab and the Math Lab campus-based tutoring are listed in the student newsletter, the *Southern Digest*. Schedules are also posted via the campus digital signage. At the Asheville Campus, the schedules are posted via the campus digital signage and in *The Times* quarterly newsletter. At the Nashville Campus, the schedules are posted via the campus digital signage and in the quarterly student newsletter, *The Nashville Note*. At the Atlanta Campus, the schedules are posted via the campus digital signage and in the quarterly student newsletter, *The Peachtree Post*. All tutoring is available to students at no cost. For Online, schedules and information are posted on the Student Portal and through quarterly communication from the Director of Student Affairs.

Online tutoring is also available to students by professional tutors through Smarthinking. The service is available to students 24 hours a day, 7 days a week. Students can access this resource by logging in to their Canvas account and clicking on the Smarthinking link in the course menu. Tutoring can be completed on demand online or an appointment can be set to speak with a tutor.

Tutoring assistance can also be requested through the Peer Tutoring Program. Students needing assistance should contact their faculty members, dean/department chair, or the Director of Student Affairs (Main Campus/Parkside Campus or Online) or Director of Student Success (Asheville, Atlanta, or Nashville campuses). This can be done via telephone, email, referral form, or in person. Students who are available to tutor other students should register with the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Director of Student Success (Asheville, Atlanta, or Nashville campuses). Every effort is made to find tutors, but tutoring assistance is not guaranteed for every class through this program. The service is dependent on the availability of tutors and not all classes have students who qualify to tutor.

Full-time faculty members are available to give special assistance. Occasionally, faculty will require a student's attendance at "help" sessions when the student's classroom performance indicates additional assistance is needed.

### **DISABILITY SERVICES**

South College does not discriminate on the basis of disability in education programs and activities pursuant to the requirements of Section 504 of the Rehabilitation Act of 1973, as amended by the Rehabilitation Acts Amendments of 1974, and the Americans with Disabilities Act (ADA) of 1990. A disability is a mental or physical impairment which substantially limits one or more major life activities. Students with disabilities means any person who has a physical or mental impairment that substantially limits one or more major life activities; or has a record of such impairment; or is regarded as having such an impairment.

Students who seek reasonable accommodations should notify the Director of Student Affairs (Main Campus/ Parkside Campus & Online), Dean of Academic and Student Services (Asheville Campus), or Director of Student Success (Nashville & Atlanta campuses) of their specific limitations and, if known, their requested accommodations.

### **Contact Information:**

- Director of Student Affairs (Main Campus & Parkside Campus), 3904 Lonas Drive, Knoxville, TN 37909, Phone: (865) 251-1822
- Dean of Academic and Student Services (Asheville Campus), 140 Sweeten Creek Road, Asheville, NC 28803, Phone: (828) 398-2566
- Director of Student Success (Nashville Campus), 616 Marriott Drive, Suite 550, Nashville, TN 37214, Phone: (629) 802-3000
- Director of Student Success (Atlanta Campus), 2600 Century Parkway NE, Atlanta, GA 30345, Phone: (470) 322-1212
- Director of Student Affairs (Online), 3904 Lonas Drive, Knoxville, TN 37909, Phone: (865) 392-4733

At the initial meeting, students will be asked to complete the [Registration Form for Disability Services](#) to disclose their specific limitations and requested accommodations, which can include auxiliary aids or academic adjustments or services. Students will be

asked to provide medical documentation from a healthcare professional of the need for accommodations. Students are encouraged to request accommodations and provide the required documentation at least one month prior to beginning classes for the first time in order to allow time for the request to be evaluated appropriately and for the accommodation to be arranged. Classroom accommodations are not retroactive and are effective upon the instructor(s) receipt of the approved accommodation letter.

The request for accommodations is considered complete once the student submits the *Registration Form for Disability Services* and the medical documentation to the Director of Student Affairs (Main Campus/Parkside Campus, & Online), the Dean of Academic and Student Services (Asheville Campus), and the Director of Student Success (Atlanta & Nashville campuses). A decision to grant or deny requested accommodation(s) will be provided to the student in writing within two (2) weeks of the completed request or as soon as possible following the date of the request.

In the case of denials of accommodation(s), the written notice will explain the reason(s) for the denial and the procedures for appealing such decisions. Denial of auxiliary aids, academic adjustments, or other aids or services will not occur without consideration by the College of at least the following factors: (a) the extent of the student's disability; (b) the student's prior use of auxiliary aids; (c) the nature and complexity of program content and the modes through which course content is presented; and (d) whether the requested adjustment, aid or service would effectively accommodate the student's disability in the context for which it is requested.

Once an accommodation is approved, the Director of Student Affairs (Main Campus/Parkside Campus, & Online), the Dean of Academic and Student Services (Asheville Campus), and the Director of Student Success (Nashville & Atlanta campuses), will provide an accommodation letter to each of the student's instructors as soon as possible and within one (1) business day of the accommodation approval if the quarter is already in session or by the first day of the quarter if classes have not commenced. When an accommodation is approved, the official listed above at the associated campus will inform the student in writing. In each subsequent quarter, students must submit a request for continued services to the Director of Student Affairs (Main Campus/Parkside Campus, & Online), the Dean of Academic and Student Services (Asheville Campus), and Director of Student Success (Nashville & Atlanta campuses), prior to the beginning of the quarter.

### **Appeal of Accommodation Decision**

Students have the right to appeal an accommodation request denial. Within ten (10) business days after the initial accommodation decision, students must submit a request in writing outlining how the requested accommodation relates to his/her disability in an educational capacity to the Vice Chancellor of Student Services, 616 Marriott Drive, Nashville, TN 37214, Phone: 629-802-3000. The Vice Chancellor of Student Services will review the request and send a decision in writing to the student within seven (7) business days of the student's request.

Should the student wish to continue the appeal process once a decision has been received, then the student can appeal to the Vice Chancellor of Institutional Advancement and Effectiveness. Within seven (7) business days of the receipt of the decision, students must submit a request in writing outlining how the requested accommodation relates to his/her disability in an educational capacity to the Vice Chancellor of Institutional Advancement and Effectiveness, 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-251-1800. Following review of the request, a decision in writing will be sent to the student within seven (7) business days of receipt of the request. The decision of the Vice Chancellor of Institutional Advancement and Effectiveness is final and cannot be appealed.

### **Section 504 Grievance Procedure**

It is the policy of South College not to discriminate on the basis of disability. South College has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance. The Director of Student Affairs (Main Campus or Parkside Campus), the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses), and the Dean of Academics (Online) have been designated to coordinate the efforts of South College to comply with Section 504.

Any student who believes he/she has been subjected to discrimination on the basis of disability may file a grievance the Director of Student Affairs (Main Campus or Parkside Campus), the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses), or the Dean of Academics (Online). If the complaint is against either the Director of Student Affairs (Main Campus or Parkside Campus), the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses), or the Dean of Academics (Online), it should be filed with the Chief Academic Officer, 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-251-1800. Retaliation against any person who files a grievance or assists South College in the investigation of a complaint under this policy is strictly prohibited and may result in disciplinary action up to and including termination or dismissal by South College.

The complaint must be submitted in writing within fifteen (15) business days of the date the alleged discriminatory action and must state the problem or action alleged to be discriminatory and the remedy or relief sought. The Director of Student Affairs (Main

Campus or Parkside Campus), the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses), or Dean of Academics (Online) (or the Chief Academic Officer, in the case of a complaint against either of those individuals) will investigate the grievance, including providing both the student and South College an opportunity to present relevant witnesses and other relevant evidence. The investigator will issue a written decision no later than thirty (30) days of receipt of the grievance, which includes the basis for his/her decision.

Once a decision has been rendered, the student may appeal the decision by writing to the Chief Academic Officer, 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-251-1800, within fifteen (15) days of receipt of the decision. The Chief Academic Officer will issue a written decision in response to the appeal no later than thirty (30) days after receipt of the appeal.

Should the student wish to continue the appeal process once a decision has been received, then the student can appeal to the Vice Chancellor of Institutional Advancement and Effectiveness within seven (7) business days of the receipt of the decision. Students should submit a request in writing to the Vice Chancellor of Institutional Advancement and Effectiveness, 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-251-1800. The Vice Chancellor of Institutional Advancement and Effectiveness will review the request and send a decision in writing to the student within thirty (30) business days. The decision of the Vice Chancellor of Institutional Advancement and Effectiveness is final and cannot be appealed.

## **CAMPUS SECURITY AND SAFETY**

The college policy concerning campus law enforcement and the institution's response to reports of criminal activity states:

South College will endeavor to provide students and staff with a safe environment. Any occurrences of criminal action or of any emergency should be reported immediately to the Director of Administrative Services (Main Campus/ Parkside Campus) or the Dean of Academic and Student Services (All Other Campuses), if available. Otherwise, the nearest college employee should be contacted who will contact the proper authorities.

The college strives to maintain a security officer at all campuses Monday-Friday when classes are in session. On Saturdays and at other times when an officer is not available, the coordinator located at the front desk is responsible for security. During the hours that the security officer is on duty, and while regular college staff are unavailable, the security officer has authority to order removal of any undesirable persons from the campus and contact the appropriate law enforcement agencies when necessary. The coordinator working on Saturdays has the same authority. All crimes that occur on the South College campuses will be reported to the police in a prompt and timely manner.

South College provides students with well-maintained campuses, with an emphasis on student safety and comfort. Buildings and parking areas are well lit, with security personnel provided after dark at both campuses. Students wishing assistance when the security officer is not available should contact the night coordinator located at the front entrance at each campus. Students are asked to follow common safety procedures, as covered in Orientation and in this Student Handbook.

In accordance with the Students' Right-to-Know and Crime Awareness and Campus Security Act of 1990, Title II of Public Law 101-542, South College has prepared and makes available to students, faculty, and staff an annual report containing data on campus crimes and other related matters (**South College Annual Security & Crime Statistics Report (Clery Report)**). This information is available via the institutional website.

### **Notification System**

Students are automatically signed up for the South College notification service (opt-out option available) that enhances communication by allowing subscribers to receive important information via SMS text messaging and student e-mail.

The service is used to relay emergency situations, class cancellations, school closings, weather alerts that impact classes, and other information that is timely and relevant.

\*Please note: South College does not pay for text message charges that you may incur for sending or receiving text messages on your individual phones. Check with your wireless carrier for possible charges.

### **Security and Personal Safety**

It is up to every student to be alert for his/her own welfare, as well as that of others. All members of the South College community, working with the security officer on duty, have a responsibility to cooperate and work together to assure that a safe campus is maintained.

The following suggestions are made in order to improve the overall security of the campus.

1. Do not leave purses, books, or other personal possessions unattended.
2. Do not leave items such as clothing, sports equipment, tape players, etc. visible in parked cars on campus.
3. Bicycles should be locked whenever not in use, and then not left in deserted areas.
4. Walk in pairs on campus after dark.
5. **Notify staff or security if anyone is behaving in a suspicious manner; ask unfamiliar persons if you can direct them to the reception desk; report any such behaviors to a South College staff member or security person immediately.**

If any situation involving possible hazard, theft, vandalism, or trespassing is observed, please report this immediately by telling someone at the receptionist desk located in the main entrance to each campus during regular hours or by informing any faculty or staff member of South College. The security officer will then be contacted, and a report made of the incident.

The college reserves the right to search or have searched the personal property (including vehicles) of any student when it is determined that there is sufficient reason for the search. An example of a sufficient reason is that the safety of the student or of others may be at risk.

### **Emergency Medical Procedures**

If a student is injured in any way, or becomes ill while on South College's campuses, the college official (administrator, faculty, staff member or security guard) nearest the incident should follow these guidelines:

1. In case of minor medical problems, first aid kits are available at each campus (see receptionist).
2. In the event of a major medical emergency, the college official should stay with the injured person and send a student or peer to call 911 for assistance.
3. A college official must remain at the emergency scene until assistance arrives.
4. In a major medical emergency after the injured party has been attended by medical personnel, the college official should make reasonable attempts to contact the injured party's family members or the emergency contact on file.
5. Students should follow the advice of the medical care providers and agree to be transported to a medical facility whenever advised to do so.

Programs are offered at various times throughout the year to encourage students and staff to be responsible for their own safety. Topics include personal safety on and off campus, date rape, drug and alcohol abuse, etc. Safety issues are also discussed as part of the orientation program.

The college policies regarding drug and alcohol possession and use are part of the materials distributed at each orientation session and annually in order to comply with regulations governing Drug-Free Schools and Campuses. Please refer to these materials for more information.

### **Drug-Free Campus Policy and Drug Testing Procedures**

It is the policy of South College to maintain a safe and healthy environment for its students and employees. Thus, any student who is intoxicated or is under the influence of any drug or controlled substance including alcoholic beverages, or who misuses legally prescribed or "over the counter" drugs will be subject to disciplinary action. Additionally, the unlawful manufacture, distribution, dispensation, possession, or use of drugs or alcohol is prohibited on any South College campus, in any of the college's buildings, or as a part of any college-related activities (such as field trips, internships, or social activities). Such illegal use of drugs is a violation of local, state, and federal laws. If any of these violations do occur, further disciplinary action may occur in the form of immediate dismissal from South College, and /or mandatory counseling or rehabilitation by an appropriate agency. College officials may also refer violators to local, state, or federal law enforcement agencies.

Whenever the college has reasonable suspicion that a student's performance, either on campus or when participating in college-sponsored activities (academic or nonacademic) while off campus, may have been affected in any way by abuse or misuse of drugs (legal or illegal) or alcohol, or that a student has otherwise violated the Drug-Free Campus policy, it may require the student to submit to an alcohol and/or drug test. Reasonable suspicion sufficient to test will be based on a reasonable and clear belief that the student is abusing or misusing drugs (legal or illegal) or alcohol, or is otherwise in violation of the policy based on specific, current, or continuing physical, behavioral, or performance indicators of probable drug or alcohol abuse or misuse.

Suspicion sufficient to justify testing may be based on, but not limited to, direct observation by an administrator or faculty or staff member of drug and/or alcohol abuse or misuse such as slurred speech, unsteady walk, impaired coordination, or displays of violent or argumentative behavior, improperly talkative speech, loud or uncontrolled laughter, information provided by reliable and credible sources, or performance behaviors over a period of time which are identifiable with possible drug or alcohol abuse or misuse.

A student that is required to submit to drug/alcohol testing for reasonable suspicion and refuses to submit to testing in a reasonable period of time is subject to dismissal from the institution. A student that tests positive for drugs or alcohol as a result of such a test will be subject to disciplinary action up to and including dismissal from the institution. In determining what discipline is appropriate, South College will consider the circumstances surrounding the violation and any serious consequences as a result of the violation.

Nothing in this policy precludes the college from taking immediate steps to terminate any student found to be in violation of any part of this policy. This policy does not limit specific programs from implementing more strident requirements for accreditation, clinical, or other purposes.

#### *Drug Testing Procedures*

Drug testing will be required whenever the Chief Academic Officer, the Director of Student Affairs (Main Campus/Parkside Campus or Online), the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses), or designee, suspects, has been made aware of, or has reason to believe that a student might be engaging in the unlawful and/or inappropriate use of a controlled or illegal substance, or the inappropriate use or abuse of a prescription medication, whether on or off campus. Arrangements will be made for the student to be tested at a lab or medical facility certified to conduct drug testing at the college's expense and a determination made if the student needs an escort from the college to accompany him or her to the testing site.

The test results from the testing site will be reviewed and, if the results are positive confirming that a student has engaged in the unlawful or inappropriate use and/or abuse of a controlled or illegal substance, or inappropriate use or abuse of a prescription medication, the results will be shared with the student's dean/department chair and advisor. The appropriate parties (Chief Academic Officer, Director of Student Affairs, Dean of Academic and Student Services, and dean/department chair or advisor) will then follow normal disciplinary procedures and take appropriate action up to and including dismissal from the college. If the student wishes to appeal the disciplinary action taken, the appeal procedures outlined in this document will be followed.

A student who refuses to submit for drug testing, refuses to authorize the release of test results to the college, or tampers with a drug test sample will be disciplined up to and including dismissal from the college.

Please see the South College **Drug/Alcohol Free School Policy (Drug and Alcohol Abuse Prevention Program)** published on the institutional website and available via the Student Portal.

#### **Sexual Assault**

South College works to ensure the safety of all students. Any student who is a victim of sexual assault is strongly encouraged to notify a college official (the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses), if available immediately so that medical services may be called and local law enforcement contacted.

In the event of a sexual offense (including rape, acquaintance rape, etc.) the following procedure will be followed:

1. The student involved in the assault may contact any member of the college staff/faculty (the Director of Student Affairs-Main Campus/Parkside Campus or Online or the Dean of Academic and Student Services-Asheville, Atlanta, or Nashville campuses, if available) or security personnel. The college representative will take immediate action to obtain medical assistance and the security officer will contact the local Police Department.
2. It is important to preserve all evidence as may be necessary to prove the criminal sexual assault. Therefore, care will be taken to maintain any necessary evidence.
3. A staff member will accompany the student to the hospital for medical treatment. If the student wishes, the Rape Crisis Center will also be notified for counseling and support. Other counseling and mental health resources are available in the community and the Dean will assist the student in finding the appropriate care.
4. In the event another student is accused of the offense, the incident will be referred to the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses). The procedures listed in the Student Conduct Standards and Regulations section of this Handbook will be followed. Should circumstances warrant, the Director of Student Affairs (Main Campus, Parkside Campus, or Online) or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses), or a member of senior administration may temporarily or permanently dismiss the accused. Both the accuser and the accused are entitled to the same opportunities to have the others present during a formal hearing with the Academic and Conduct Appeals Committee. Both shall be informed of the outcome of any campus disciplinary proceedings.
5. If it is necessary, the victim of an alleged sexual assault incident may request changes in academic situations (class scheduling). The college will make every effort to assist the student.
6. In order to ensure the safety and security of the students, faculty and staff, the South College community will be notified in a timely manner of any criminal actions including criminal sexual assault incidents or other emergencies occurring on campus.

As required by Federal Consumer Information Disclosures, South College advises the campus community of the following law enforcement agency information concerning registered sex offenders who might be present on campus. To determine if such offenders are present on campus, students and employees may find this information at <http://tnmap.tn.gov/sor/> which connects to the Tennessee Bureau of Investigation's data. For the Asheville Campus, information regarding sex offenders can be found at <http://sexoffender.ncdoj.gov/>. For the Atlanta Campus, information regarding sex offenders can be found at <https://gbi.georgia.gov/georgia-sex-offender-registry>.

South College does not maintain sex offender registry information. Please follow the steps above if you require the available information.

Education programs to promote the awareness of rape, acquaintance rape, and other sex offenses will be offered throughout the year at South College. These may be a part of a particular course offering and will be open to all students and staff. Outside speakers and videos may be part of the program.

All students are made aware of the prevention of crimes through orientation materials. Continuing students receive this information annually. New faculty and staff are informed of crime prevention procedures through material provided during their orientation and in the Faculty and Employee Handbooks. Students, faculty and staff receive an annual email updating them on the crime statistics and other information.

### **Violence Against Women Act (VAWA)**

On March 7, 2013, President Obama signed the Violence Against Women Reauthorization Act of 2013 (VAWA) (*Pub. Law 113-4*). Among other provisions, this law amended section 485(f) of the Higher Education Act of 1965, as amended (*HEA*), otherwise known as the Clery Act (*20 U.S.C. 1092(f)*). These statutory changes require institutions to compile statistics for certain crimes that are reported to campus security authorities or local police agencies including incidents of sexual assault, domestic violence, dating violence, and stalking. South College includes policies, procedures, programs and reporting requirements under this Act and as part of the South College Annual Security & Crime Statistics Report (Clery Report) available via the institutional website.

#### Reporting Requirements

VAWA's SaVE Act provision imposes new reporting requirements:

- A. The Clery Act requires annual reporting of statistics for various criminal offenses, including forcible and non-forcible sex offenses and aggravated assault. VAWA's SaVE Act provision adds domestic violence, dating violence, and stalking to the categories that, if the incident was reported to a campus security authority or local police agency, must be reported under Clery. Parsed for clarity, these offenses are defined:
  1. "Domestic violence" includes asserted violent misdemeanor and felony offenses committed by the victim's current or former spouse, current or former cohabitant, person similarly situated under domestic or family violence law, or anyone else protected under domestic or family violence law.
  2. "Dating violence" means violence by a person who has been in a romantic or intimate relationship with the victim. Whether there was such relationship will be gauged by its length, type, and frequency of interaction.
  3. "Sexual Assault/Sex Offenses" means any sexual act directed against another person, without the consent of the victim, including instances where the victim is incapable.
  4. "Stalking" means a course of conduct directed at a specific person that would cause a reasonable person to fear for her, his, or others' safety, or to suffer substantial emotional distress.

The provision adds "national origin" and "gender identity" to the hate crime categories, involving intentional selection of a victim based on actual or perceived characteristics that must be reported under the Clery Act.

- B. The provision requires, with respect to the "timely reports" the Clery Act mandates for crimes considered a threat to other students and employees, that victims' names be withheld.

The Campus SaVE Act takes effect with respect to the Annual Security Report that must be issued by each institution no later than October 1 each year. The South College Annual Security & Crime Statistics Report (Clery Report) is available via the institutional website.

### **Sexual Misconduct (Title IX) Policy**

South College is committed to fostering an environment that is free from all forms of sexual misconduct, including sexual discrimination, sexual assault, sexual harassment, domestic violence, dating violence, sexual exploitation, stalking, retaliation, and intimidation. The institution takes steps to increase awareness of such misconduct, to thoroughly investigate reports of sexual

misconduct, and to take fair and appropriate actions as warranted. Creating a safe and non-discriminatory campus environment is the shared responsibility of all members of the South College community.

Consistent with Title IX of the Education Amendments of 1972, South College does not discriminate against students, faculty, staff, or third parties based on sex in any of its programs or activities, including but not limited to educational programs, employment, and admission. Sexual harassment, including sexual violence, is a kind of sex discrimination and is prohibited by Title IX and by the institution. Individuals who engage in such conduct are subject to disciplinary action. This policy applies to all students, faculty, staff, and third parties regardless of sexual orientation or gender identity. Further, this policy applies to both on-campus and off-campus conduct if (a) the conduct occurred in connection with an institutional program or activity, or (b) the conduct may have the effect of creating a hostile environment for a member of the South College community.

#### *Definition of Consent*

Voluntary acquiescence refers to the act or result of reaching an accord; a concurrence of minds; actual willingness that an act or an infringement of an interest shall occur (West's Encyclopedia of American Law, ed.2, 2008). In the context of sexual misconduct, submission due to apprehension or terror is not real consent; there must be a choice between resistance and acquiescence. Consent can be withdrawn at any time. If a person resists to the point where additional resistance would be futile or until his/her resistance is forcibly overcome, submission thereafter is not consent. Past consent does not imply future consent by an individual.

#### *Conduct Prohibited*

1. **Domestic Violence** includes asserted violent misdemeanor and felony offenses committed by the victim's current or former spouse, current or former cohabitant, person similarly situated under domestic or family violence law, or anyone else protected under domestic or family violence law.
2. **Dating Violence** means violence by a person who has been in a romantic or intimate relationship with the victim. Whether there was such relationship will be gauged by its length, type, and frequency of interaction.
3. **Sexual Assault/Sex Offenses** means any sexual act directed against another person, without the consent of the victim, including instances where the victim is incapable.
4. **Stalking** means a course of conduct directed at a specific person that would cause a reasonable person to fear for her, his, or others' safety, or to suffer substantial emotional distress.
5. **Sexual Harassment** means any unwelcome conduct of a sexual nature, such as requests for sexual favors and other verbal, nonverbal, or physical conduct of a sexual nature (e.g. fondling). Gender-Based Harassment is a form of sexual harassment and means unwelcome conduct based on an individual's actual or perceived sex, including harassment based on gender identity or nonconformity with sex stereotypes; it does not necessarily involve conduct of a sexual nature.
6. **Intimidation** means to make an individual fearful or to put into fear.
7. **Retaliation** refers to the act of seeking revenge upon another individual
8. **Sexual Discrimination** includes all forms of sexual harassment, sexual assault, and sexual violence by employees, students, or third parties against employees, students, or third parties. Students, employees, and third parties are prohibited from harassing other students and/or employees whether or not the incidents of harassment occur on the College campus or during working hours. Discrimination against pregnant and parenting students is another form of sex discrimination that is prohibited.
9. **Sexual Exploitation** occurs when someone takes non-consensual or abusive sexual advantage of another for his/her own advantage or benefit, or to benefit or advantage anyone other than the one being exploited, and that behavior does not otherwise constitute one of the other sexual misconduct offenses. Examples of sexual exploitation include, but are not limited to:
  - Invasion of sexual privacy;
  - Prostituting another student;
  - Non-consensual video or audiotaping of sexual activity;
  - Going beyond the boundaries of consent (such as letting your friends hide in the closet to watch you have consensual sex);
  - Engaging in voyeurism;
  - Knowingly transmitting an STI or HIV to another student;
  - Exposing one's genitals in non-consensual circumstances;
  - Inducing another to expose their genitals;
  - Sexually-based stalking and/or bullying.

Source: Title IX Resource Guide (April, 2015), <http://www2.ed.gov/about/offices/list/ocr/docs/dcl-title-ix-coordinatorsguide-201504.pdf>.

#### *Reporting Policies and Protocols*

South College is committed to responding promptly and effectively when it learns of any form of possible discrimination based on sex that involves a student, employee, or third-party affiliate against a student at any location including campus/clinical/student teaching/practicum/internship/fieldwork site. South College's Title IX Coordinator and Deputy Title IX Coordinators are responsible for overseeing all Title IX incidents reported to the institution and for implementation of this policy, including but not limited to, identifying and addressing any systemic gender-based harassment, discrimination, and sexual misconduct. Matters that solely involve employees (no students are involved) should be addressed with an HR representative and are governed by the institution's sexual harassment policy.

Allegations should be reported to the Title IX Coordinator or appropriate Deputy Title IX Coordinator using the Sexual Misconduct (Title IX) Incident Form immediately following the alleged incident of sexual misconduct. All employees, students, and third parties can access the Sexual Misconduct (Title IX) Incident Form on the South College Portal.

**Title IX Coordinator for South College**

Dr. Stacy Waddell, Vice Chancellor of Student Services  
616 Marriott Drive, Nashville, TN 37214  
[Swaddell@south.edu](mailto:Swaddell@south.edu), 629-802-3000

**Title IX Coordinator for the Main Campus and Parkside Campus**

Dr. A.J. Chase, Dean of Academic and Student Services  
3904 Lonas Drive, Knoxville, TN 37909  
[achase@south.edu](mailto:achase@south.edu), 865-293-4576

**Deputy Title IX Coordinator at the Asheville Campus**

Dr. Lisa Satterfield, Dean of Academic and Student Services  
140 Sweeten Creek Road, Asheville, NC 28803  
[lsatterfield@south.edu](mailto:lsatterfield@south.edu), 828-398-2566

**Deputy Title IX Coordinator at the Nashville Campus**

Dr. Holly Paul, Dean of Academic and Student Services  
616 Marriott Drive, Nashville, TN 37214  
[hpaul@south.edu](mailto:hpaul@south.edu), 629-802-3000

**Deputy Title IX Coordinator at the Atlanta Campus**

Dr. Danielle Kwasnik, Dean of Academic and Student Services  
2600 Century Parkway NE, Atlanta, GA 30345  
[dkwasnik@south.edu](mailto:dkwasnik@south.edu), 470-322-1211

**Deputy Title IX Coordinator for Online**

Dr. Mari-Kathryn Arnold, Director of Student Affairs  
3904 Lonas Drive, Knoxville, TN 37909  
[marnold@south.edu](mailto:marnold@south.edu), 912-392-4733

**Deputy Title IX Coordinator (Employees):**

Mr. Randall Carr, Vice President of Talent Management & Human Resources  
3904 Lonas Drive, Knoxville, TN 37909  
[randall.carr@south.edu](mailto:randall.carr@south.edu), 865-293-4550

*Confidentiality*

South College encourages complainants of sexual violence to talk to somebody about what happened so that complainants can get the support they need, and so that South College can respond appropriately. Different employees on campus have different abilities to maintain a complainant's confidentiality.

*Professional Counselors*

Professional, licensed counselors who provide mental-health counseling to members of the school community (and including those who act in that role under the supervision of a licensed counselor) are not required to report any information about an incident to the Title IX Coordinator or appropriate Deputy Title IX Coordinator without a complainant's permission. These counselors will provide information to the College if there is a serious threat to the safety of students and employees.

*Responsible Employees*

When reporting to responsible employees, who are required to report potential violations of this policy, the complainant can expect South College to take steps to investigate and resolve the situation promptly and equitably. The issue will be reported to the Title IX Coordinator or appropriate Deputy Title IX Coordinator using the Sexual Misconduct (Title IX) Incident form. To the extent possible, the information reported will only be shared with the employees charged with handling the College's response to the report. The following employees (or categories of employees) are the College's responsible employees:

- All Faculty
- All Clinical Site Preceptors/Instructors
- All Staff

#### *Determining Confidentiality*

If a complainant discloses an incident to a responsible employee but wishes to maintain confidentiality or requests that no investigation into a particular incident be conducted or disciplinary action taken, the institution will weigh that request against its obligation to provide a safe, non-discriminatory environment for all students, including the complainant. If the request for confidentiality is honored, a complainant must understand that the institution's ability to meaningfully investigate the incident and pursue disciplinary action against the alleged perpetrator(s) may be limited. Although rare, there are times when the College may not be able to honor a complainant's request in order to provide a safe, nondiscriminatory environment for all students. All requests for confidentiality will be determined by the Title IX Coordinator.

#### *Retaliation Prohibited*

Retaliation against any person who alleges a violation of the Sexual Misconduct Policy or who reports or assists South College in the investigation of a complaint under this policy may result in disciplinary action up to and including termination or dismissal by South College. Retaliation against any person who is a respondent to an alleged sexual misconduct violation is prohibited as well. South College will take steps to protect all parties from retaliation or harm and will work with the complainant to create a safety plan. Any alleged retaliation should be reported to the Title IX Coordinator or appropriate Deputy Title IX Coordinator.

#### *Assistance for Reported Complainants of Sexual Misconduct*

South College will provide assistance to reported complainants of sexual misconduct. Among other possible actions, the College may:

- institute a no contact directive in writing by the Title IX Coordinator or appropriate Deputy Title IX Coordinator to all persons involved in the incident once a report has been made. Failure of a complainant or a respondent to abide by this directive may be subject to disciplinary action.
- assist the complainant(s) in accessing available complainant advocacy, academic support, counseling, disability, health or mental health services, and legal assistance both on and off campus.
- provide other security and support, which could include helping arrange course schedules (including for the alleged perpetrator pending the outcome of an investigation) or adjustments for assignments or tests.
- inform the complainant(s) of the right to report a crime to campus or local law enforcement and provide the complainant(s) with assistance if determination is made to do so.

#### *Informal Complaint Process*

In some cases, the complainant may feel that a situation can be remedied without going through the formal complaint process. In this case, the Title IX Coordinator and appropriate Deputy Title IX Coordinator will work with the complainant and respondent to determine a resolution to the complaint. At any time, the complainant or institution may elect to transition the proceedings to the Formal Complaint Process. A complainant may also request to go through the Informal Complaint Process after a formal investigation has been completed. South College will allow an informal complaint to proceed only if the potential remedies to the alleged misconduct do not involve the possibility of serious disciplinary action (e.g. suspension or dismissal).

#### *Formal Complaint Process*

Once South College is aware of a reported incident of sexual misconduct, the Title IX Coordinator or assignee, together with a Deputy Title IX Coordinator, will conduct an investigation to determine if the allegation(s) have merit, as well as to determine if the allegations should be pursued through a hearing by the Title IX Conduct Committee.

The following guidelines will govern an Investigation:

- Title IX investigations should be concluded within (60) days of receipt of a report, unless there are extraordinary circumstance in which a longer period will be permitted. Both the complainant(s) and the respondent(s) will be notified in writing should an extension be required.
- If the investigation results indicate that the complaint should not proceed to a review by the Title IX Conduct Committee, both parties (complainant and respondent) will be informed in writing within (14) business days of the decision that the

complaint was dismissed without further proceedings. Should the complainant wish to appeal this decision, he/she should follow the Appeal Process listed in the last section of this policy.

- If the investigation results indicate that a complaint should proceed to a review by the Title IX Conduct Committee, both parties (complainant and respondent) will be informed within (14) business days of the decision. The formal hearing by the Title IX Conduct Committee will then occur within (14) business days of the notification.
- Each party will have access to review the statements and documents relied upon by the Title IX investigators in reaching the decision.

While not required, each party may choose an advisor (attorney or otherwise) at his/her own expense to assist during the investigation and hearing process. While the advisor may be present, s/he cannot verbally participate in either process. All statements and testimony must come solely from the parties and their witnesses. If the desired advisor is an employee of the institution, the Title IX Coordinator may determine that there is a conflict of interest and require that an alternative advisor be used.

At least (3) business days prior to the hearing, both the complainant and the respondent will schedule a pre-hearing consultation with the Title IX Coordinator and/or appropriate Deputy Title IX Coordinator to discuss the issues and facts that will likely be presented at the hearing, submit written questions for the opposing party, provide any witness or advisor information, ask procedural questions, submit a written statement, and submit evidence to be presented during the hearing if desired.

The following guidelines will govern the Title IX Conduct Committee:

- The Title IX Conduct Committee will be composed of a minimum of three trained South College officials.
- The parties will receive the names of the Committee Members in advance of the hearing and will have (2) business days to object to the membership based on alleged bias or conflict of interest. The Title IX Coordinator and appropriate Deputy Title IX Coordinator will jointly decide the merits of the objection and will replace a Committee Member if necessary.
- The decision of the Committee will be based on a preponderance of evidence standard (i.e. “more likely than not”).
- The Title IX Coordinator and/or appropriate Deputy Title IX Coordinator will deliver the investigation report and be present throughout the hearing but will not act as a Committee Member.
- The Chair of the Committee will be selected by the Committee Membership. The Chair will ask questions submitted by the parties and may rephrase or omit them based on professional judgement. All Committee Members may ask questions, the Chair may rephrase or filter if necessary. The parties may also be allowed to ask question at the discretion of the Chair.
- In all cases, whether the respondent is present or not, the evidence in support of the allegations shall be presented and considered. Should the respondent fail to appear for the hearing, a plea of “not in violation” shall be recorded for the respondent’s behalf and the hearing will proceed.
- Either the complainant or respondent may request to participate in the proceedings via video conferencing as long as both parties and the Committee Members may see each other and the witnesses. Participation via telephonic conferencing alone is not allowed.
- The complainant and the respondent have the right to hear all evidence, present evidence, testify, and hear and question witnesses. Direct questioning of witnesses by the respondent or complainant may be limited. All initial questions for witnesses must be submitted by the complainant and respondent prior to the hearing; the Title IX Conduct Committee Members determine if the questions are appropriate and control the questioning.
- After the hearing, the Committee will determine by majority vote whether a violation of the Title IX policy has occurred and will notify both parties of the decision in writing within (14) business days.
- If it is determined that a violation has occurred, both parties will have (3) business days from the time they receive the Committee’s written decision to submit a written impact statement if they choose. An impact statement allows the parties to express what penalty they feel is deserved and what impact that might have on them.
- Within (14) business days of receiving the impact statement(s), the Committee will notify all parties in writing of the Committee’s findings and sanctions imposed, if any.

#### *Sanctions for Sexual Misconduct*

The following sanction(s) may be imposed upon any individual student found to be in violation:

- Issuance of a formal, written warning and reprimand (status of probation may be imposed)
- Issuance of a suspension or a required leave of absence for a period of time, contingent upon the student meeting specified conditions
- Dismissal from the college without possibility of re-admission

In cases of third parties and employee sanctions, South College will take prompt and effective action to stop the harassment and prevent its recurrence upon notice of the harassment. The sanctions taken by South College will differ depending on the level of control that the College has over the third party. For employees, the following sanction(s) may be imposed upon any individual employee found to be in violation of the South College Employee Handbook/Title IX rules:

- Issuance of a verbal warning
- Requirement of training
- Issuance of a suspension (with or without pay), contingent upon the employee meeting specified conditions for returning
- Issuance of a written warning with formal counseling (status of probation may be imposed)
- Termination of employment

### *Appeal Process*

Should the complainant and/or respondent wish to appeal the decision of the investigation, or the decision of the Title IX Conduct Committee, an appeal must be submitted within (7) business days of delivery of the decision. The appeal must be in writing and submitted to the Vice Chancellor of Institutional Advancement and Effectiveness. The appeal may be filed only to determine whether the investigation or hearing was conducted fairly and in conformity of the procedures or to determine whether the sanction(s) imposed were appropriate. An appeal received that does not address one of these areas will be dismissed without further consideration. A complete review of the appeal will be made by the Vice Chancellor within (14) business days after receipt of the appeal and additional information. In the event an extension is needed for this review, the individual making the appeal will be notified. A written decision will be issued to the respondent, complainant, and the Title IX Coordinator and/or Chair of the Title IX Conduct Committee.

### **Money, Valuables, and Personal Property**

The college is at no time responsible, directly or indirectly, for the loss, damage, or theft of personal property of students or staff (i.e., purses, books, vehicles, etc.). Each student/staff member is urged to keep only a small amount of money on hand, to leave valuables at home, and to keep vehicle doors locked. Each student/staff member is encouraged to review personal property insurance coverage to ascertain the status of coverage. The college is not responsible for any vehicle, registered or unregistered, or its contents, while parked on college property, nor is it responsible for damages that may result from improper towing or storage of parked cars.

### **Fire Evacuation**

Fire extinguishers are available in all buildings and should be used for small fires. Fire drills will be conducted periodically for practice in leaving the building in the event of a real emergency. In case of a fire, all individuals should remain calm and leave the building immediately through the closest door or emergency exit available. The fire alarm should be pulled on the way out of the building and 911 called when safety is reached. No attempts should be made to re-enter the building until the fire department indicates that the building is safe.

### **Driving and Parking on Campus**

Please use caution when driving on campus and in the parking lots. Safe and defensive driving techniques should always be used when in a motor vehicle. The parking lots are used by students and college employees on a first-come, first-serve basis. Students are issued a South College parking decal that must always be displayed in the vehicle. Students may not park in the designated parking areas which are reserved for faculty and staff. There are also visitors' spaces and spaces designated for individuals with county or state handicap license tags or handicap permits displayed on the vehicle's dash. Do not park next to the curb unless all parking spaces are taken and/or the security officer directs you to park there. Vehicles that are parked along the curbs make it difficult for trucks to make deliveries to the campus. Overnight parking is prohibited unless approved by the Dean/Campus President. Violators of parking, driving, or traffic regulations may be subject to having their vehicle towed and/or disciplinary actions.

### **Visitors/Children**

Unauthorized visitors may be asked to leave if their presence is disruptive to the orderly operation of the college. In order to maintain an environment conducive to studying and to protect their safety, children are not allowed in South College classes, labs, or in the libraries. Only on rare occasions are children allowed in the student centers, in offices (other than Financial Aid offices), or in the front lobby for an extended period of time. At no time should children be left unattended.

# SOUTH COLLEGE ACADEMIC HONOR CODE

## Purpose of the Honor Code

The primary purpose of the South College Academic Honor Code (the “Honor Code”) is to promote individual student honor and integrity in the best traditions of higher education. The Honor Code aims to ensure that students understand expectations and responsibilities and agree to conduct all academic activities in compliance with the principles set forth in the Honor Code.

## Application of the Honor Code

The Honor Code applies, as may be applicable to the student, to the following:

1. Tests or examinations, including challenge examinations.
2. Oral, written, or practical reports that are a part of a student’s academic program.
3. Classroom, laboratory, clinical, student teaching, or experiential activities.
4. Research activities.
5. Unauthorized peer-to-peer file sharing, illegal downloading and unauthorized distribution of copyrighted materials using the institution’s information technology system (applies to academic work).
6. Other activities not listed above that are a part of a South College academic, classroom, laboratory, clinical, student teaching, experiential, or research activity and that will be used as the basis for awarding of a grade.

**This Honor Code governs the academic affairs of all programs at South College. Individual programs may impose additional requirements and standards for a student’s personal and/or professional responsibility and competency. Some individual graduate level programs (Pharmacy, Physician Assistant, Nursing, and Physical Therapy) have program-specific honor code guidelines and penalties. Students enrolled in these programs will follow the respective honor code policies contained in the program handbook. Should the Honor Code violation not be resolved at the program level, the institutional Honor Code procedures will be followed.**

## Violations of the Honor Code

Each student is expected to become familiar with and abide by the Honor Code. The following actions are deemed Honor Code violations. Other violations, not listed below, may be considered reportable upon recommendation of a faculty member, Program Chair, Dean, or Director. Below are examples of violation of the Honor Code:

1. Use, give, or receive or attempt to use, give, or receive any unauthorized aid using any medium, including electronic.
2. Plagiarize or infringe upon an intellectual property right.
3. Falsify, alter, or forge data, documents, or records.
4. Falsifying, fabricating, or misrepresenting one’s credentials or any other academic achievement.
5. Collaborate with others in assigned activities when directed or instructed, either in writing or verbally, that individual effort is required.
6. Record or report fraudulent data relating to academic, classroom, laboratory, clinical, student teaching, experiential, or research activities, willfully neglect responsibilities associated with such activities, or otherwise place at risk the interests of those offering and/or supervising the activity, or a patient, or a client.
7. Assist another student in committing a violation of the Honor Code.
8. Knowingly fail to report committed violations of the Honor Code.
9. Report another student for a violation of the Honor Code without information to support such a report.
10. Exit from and re-enter an examination room or online testing session without authorization, including covering of webcam during testing session.
11. Steal, possess, misappropriate, share, or use or attempt to steal, possess, misappropriate, share, or use any examinations or other materials relating to an academic, classroom, laboratory, clinical, student teaching, experiential, or research activity unless authorized or provided by a faculty member.
12. Share files or provide information to peers without authorization (applies to academic work).
13. Download or distribute copyrighted materials using the institution’s information technology system without authorization (applies to academic work).
14. Engage in any other similar acts of dishonesty.

## Honor Code Procedure

To ensure that students are treated equitably a faculty member witnessing or discovering a possible violation of the Honor Code shall carefully evaluate all available information in determining whether a violation has occurred. Upon determining that a violation has occurred the faculty member shall impose penalties as provided in the following section. In addition, any member of the South College community may file, with the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Director of

Student Success (Asheville, Atlanta, or Nashville campuses), a report of a violation of the Honor Code if he or she believes there is information to support such a report.

## **The Penalties**

### Imposed by a Faculty Member:

A faculty member who determines that a student has violated the Honor Code will promptly consult with the designated official as described above to ascertain whether the student has a prior offense of violation of the Honor Code. The faculty member and/or the Dean/Director of Student Success, as applicable, may impose a penalty based on whether the violation is a first, second, or third offense as set forth below.

*First Offense of Violation of the Honor Code:* The student may be given a grade of “0” for the examination, assignment, or other activity with the possibility of an “F” for the course at the discretion of the faculty member, and in addition, may be placed on probation or suspended for a specified period by the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Director of Student Success (Asheville, Atlanta, or Nashville campuses). If in the opinion of the Director of Student Affairs/Success, the violation is of such a grave nature that a more severe punishment is warranted, the designated official may recommend to the campus dean and Chief Academic Officer that the student be dismissed.

*Second Offense of Violation of the Honor Code:* The student may be given a grade of “F” for the course, resulting in the student being required to retake the course at a later date, and in addition, may be placed on probation or suspended for a specified period by the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Director of Student Success (Asheville, Atlanta, or Nashville campuses). If the receipt of the “F” results in a student not being allowed to progress in the student’s academic program, the student will be immediately dismissed from the program and will be required to reapply for future reinstatement if eligible. The reinstatement is not guaranteed. If in the opinion of the Director of Student Affairs/Success, the violation is of such a grave nature that a more severe punishment is warranted, the designated official may recommend to the campus dean and Academic Officer that the student be dismissed.

*Third Offense of Violation of the Honor Code:* The student will be dismissed from South College and may return only if allowed by the South College Academic and Conduct Appeals Committee following a hearing.

## **Appeal Procedures**

If the student is not satisfied with the decision, and an appeal is desired for disciplinary actions, academic situations, and/or penalties imposed for a violation of the South College Academic Honor Code, the following procedures will be followed.

### Imposed by the College Academic and Conduct Appeals Committee:

The Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Director of Student Success (Asheville, Atlanta, or Nashville campuses) will consult with the student and will convene a hearing as soon as possible before the South College Academic and Conduct Appeals Committee upon (1) a student submitting an appeal of a finding of violation of the Honor Code and penalty imposed by a faculty member and/or the Director of Student Affairs/Success or (2) receiving a report of a violation of the Honor Code. The Hearing will be conducted in accordance with the “Disciplinary Procedures” set forth in the South College Student Handbook.

In the case of a student appeal, the Academic and Conduct Appeals Committee may (1) deny the appeal and uphold the finding of violation of the Honor Code and penalty imposed; (2) deny the appeal as to the finding of violation of the Honor Code and modify the penalty imposed; or (3) grant the appeal and reverse the finding of violation of the Honor Code and penalty imposed. In the case of a report of a violation of the Honor Code, the Academic and Conduct Appeals Committee will determine whether the student violated the Honor Code. Upon determining that the student violated the Honor Code, the Academic and Conduct Appeals Committee may impose a penalty based on whether the violation is a first, second, or third offense as stated above.

# STUDENT CONDUCT STANDARDS AND REGULATIONS

## Conduct Standards and Regulations

The following standards and regulations have been adopted by South College to ensure the safety and well-being of the student body and the college facilities. Any student found guilty of an infraction will be accorded due process as explained in the Disciplinary Procedures section of this handbook.

### 1. Academic Irregularity

- a. All students shall abide by the South College Academic Honor Code (See preceding section).
- b. Students participating in a college sponsored work experience (internships, clinical situations, field projects, or other college authorized experiences) shall not leave his/her worksite without express permission of the supervisor in charge.

Note: A student questioning a grading policy should first discuss the matter with the faculty member involved, continue to the dean/department chair, and proceed to the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Director of Student Success (Asheville, Atlanta, or Nashville campuses) for further recourse, if necessary.

### 2. Falsification of Records

Students shall not alter, forge, counterfeit, or cause to be altered, forged, or counterfeited, any records, documents, or forms in use at South College.

### 3. Financial Responsibility

Students are expected and required to meet all financial obligations to South College while enrolled. The college reserves the right to prohibit any student from attending courses if financial arrangements are not made to the college's satisfaction.

### 4. Computer Policy

Students shall abide by the South College Computer Code of Ethics when using the college's computer resources. As described in detail in the Code, which is located on the South College Student Portal, computers cannot be used in any manner that violates any local, state, or federal laws or infringes copyright provisions. The use of computers to violate the welfare, safety, or privacy of students, faculty, administration, or others is prohibited.

### 5. Copyright Infringement

Students shall not share files with peers without authorization, and/or illegally download and/or distribute copyrighted materials using the institution's information technology system without authorization. Incidents that occur in regard to academic work are violations of the Academic Honor Code and the Honor Code procedure and penalties will be applied. In nonacademic situations, the disciplinary procedures for violations of the Student Conduct Standards and Regulations will be followed.

### 6. Damage to Property

The willful and malicious damage or destruction of South College property (buildings, its contents, and the outside physical area surrounding the buildings) is prohibited. Students are obligated to pay for all property damage caused by improper use.

### 7. Theft

Students shall not take, attempt to take, possess, or sell any property that is not his/her own, without appropriate authorization.

### 8. Firearms and Weapons

Students are prohibited from possession and use of firearms or other weapons while on any South College campus or at any off-campus college sponsored activity. Possession includes inside one's vehicle. Exception: Certified law enforcement officers who are enrolled at South College must register with the Director of Administrative Support (Main Campus/Parkside Campus) or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses) each quarter.

The college reserves the right to search or have searched the personal property (including vehicles) of any student when the Director of Administrative Support (Main Campus & Parkside Campus) or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses) or designee determines there is sufficient reason for the search. An example of a sufficient reason is that the safety of the student or of others may be at risk.

9. Drug-Free School Policy (Including Alcohol)

It is the policy of South College to maintain a safe and healthy environment for its students and employees.

- a. Thus, any student who is intoxicated or is under the influence of any drug or controlled substance including alcoholic beverages, or who misuses legally prescribed or “over the counter” drugs will be subject to disciplinary action.
- b. Additionally, the unlawful manufacture, distribution, dispensation, possession, or use of drugs or alcohol is prohibited on any South College campus, in any of the college’s buildings, or as a part of any college-related activities (such as field trips, internships, or social activities). Such illegal use of drugs is a violation of local, state, and federal laws.
- c. If any of these violations do occur, further disciplinary action may occur in the form of immediate dismissal from South College, and/or mandatory counseling or rehabilitation by an appropriate agency.
- d. If a student’s performance, either on campus, in the online course environment, or when participating in college-sponsored activities (either academic or non-academic activities) while off campus, may have been affected in any way by abuse or misuse of drugs (either legal or illegal drugs) or alcohol, or that a student has otherwise violated the Drug-Free School policy, it may require the student to submit to an alcohol and/or drug test. (See Drug-Free School Policy and Testing Procedures.)
- e. If a student refuses to submit to testing in a reasonable period of time, refuses to authorize the release of test results to the college, tampers with a drug test or tests positive for drugs or alcohol as a result of such a test, he/she will be subject to disciplinary action up to and including dismissal from the institution.
- f. Additional information relating to this policy is distributed at the new student orientation sessions conducted each quarter and is available from the Student Services staff.

10. Disorderly Assembly

Assembling on campus for the purpose of creating a riot, causing a disruption to the academic environment, or interfering with or undermining the effective operation of the college is prohibited. Individuals or groups who do so will be subject to disciplinary or legal action.

11. Disorderly Conduct

Any conduct that is disorderly or obscene or that causes a breach of peace on campus, in the online course environment, or at any college-sponsored function is prohibited and should be reported immediately to the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Director of Student Success (Asheville, Atlanta, or Nashville campuses). The following are samples of disorderly conduct:

- a. Students shall not disrupt a class session in progress.
- b. Students shall not strike, push, or physically assault another student, a member of the faculty/staff, or a visitor to the campus.
- c. Students shall not attempt to enter any college-sponsored event without proper identification, as determined necessary by the college.
- d. Oral or written conduct or expressions that slander, harass, demean, degrade, bully, discriminate, or threaten and/or are offensive to the prevalent standards of the college or its community is prohibited.
- e. Any hazing acts are strictly prohibited. Hazing includes any type of act that causes injury or emotional harm to an individual as part of an initiation or to maintain membership in an organization.
- f. Students who take other actions deemed inappropriate in a college setting will be held accountable for their actions.

12. Unprofessional Conduct

Any conduct that is deemed unprofessional is prohibited and should be reported immediately to the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses). The following are samples of unprofessional conduct:

- a. Using inappropriate and/or curse words or displaying offensive hand signals.
- b. Ignoring or disrespecting a faculty/staff member or an administrator.
- c. Disregarding the directions given by a faculty/staff member or an administrator.
- d. Writing inappropriate language or expressions that are viewed as offensive to the prevalent standards of the college or its community.
- e. Other actions deemed inappropriate in a college setting.

13. Sexual Harassment

South College does not sanction, nor will it tolerate, any behavior by faculty, staff, or students that constitutes sexual harassment. Any student who feels that he or she has been the victim of sexual harassment is strongly encouraged to report the incident immediately to a college official (the Dean of Academic and Student Services at the Asheville Campus, Atlanta

Campus, Lonas Campus, or Nashville Campus, the Director of Student Affairs/Success, or the Chief Academic Officer, if available).

#### 14. Social Media

Students are expected to adhere to the same behavioral standards when using social media as they use when interacting with others in person. Social media are communication tools which when used inappropriately can damage reputations and cause harmful reactions. A student is in violation of this policy when he/she uses social media to slander, harass, demean, degrade, bully, discriminate, or threaten others and/or when postings are offensive to the prevalent standards of the college or its community. These postings include photographs, pictures, diagrams, drawings, video, video clips, films and other material which may be inflammatory or demeaning. If a student has been identified as having openly disparaged South College, or members of its community in a libelous or harassing manner in a public Internet forum – Facebook, Myspace, Twitter, etc. – or via phone usage, the student may face disciplinary action, comparable to if the offense occurred on campus. Any student, who has encountered a bullying incident, should report the violation to the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses).

#### 15. Dress Code

The South College dress code is applicable to all students, day or evening, and is in effect at all times that the student is present on campus or is on a class field trip. This includes class times, laboratory hours, study days, final examinations, or visitation to the campus for other reasons. Students in online courses with video sessions/presentations should also adhere to the dress code. Students failing to adhere to the college dress code will be asked to leave campus or the online session. Students will be expected to adhere to the dress code outlined below.

##### Attire While On-Campus, In Online Video Sessions/Presentations, or on Class Field Trips

- a. Clothing worn by students should be neat, clean, and in good repair for the personal health and safety of students.
- b. Clothing that detracts from the learning process and/or is offensive to the campus environment must not be worn.
- c. Students shall *not* wear:
  - i. Shorts, skorts, or skirts *more than* 3 inches above the knee.
  - ii. Spandex shorts or pants or clothing made of similar materials.
  - iii. Clothing that is see-through, frayed, or has holes.
  - iv. Shirts/tops that do not cover the midriff, back, shoulders, or chest.
  - v. Shirts/tops that do not cover the waistband of pants, shorts, or skirts.
  - vi. Jewelry that could be used as weapons (wallet chain, etc.).
  - vii. Extra-long belts or ones that hang loosely.
  - viii. In some courses, such as allied health courses and computer-related courses, students may be asked to remove jewelry as appropriate.
- d. Appropriate footwear is required at all times.
- e. Undergarments should not be visible.

##### Attire for Off-Campus Student Services Activities

- a. For off-campus activities such as Deans Excursions and student organization events, students are to remember that although they are not on-campus, they are representing the institution and should dress appropriately for the activity.
- b. Internship, Clinical, and Work-Study Attire
  - i. Students assigned to college-sponsored worksites are expected to follow appropriate dress codes as outlined by their supervising faculty/staff member and the worksite.
  - ii. Students should be aware that they represent South College and should dress in a professional manner.

#### 16. Food and Beverages

The eating and drinking of foods and beverages are prohibited in all college buildings except in the student break areas. Water is allowed in classrooms as long as it is maintained in sealed containers. Receptacles for trash are provided in these areas.

#### 17. Smoking/Other Tobacco Use and E-Cigarettes

Smoking, chewing tobacco, dipping snuff, or using E-Cigarettes are prohibited except in personal vehicles. The use of all tobacco products and any type of E-Cigarette (vapor) is not allowed in the buildings or on the campus grounds.

#### 18. Parking

The parking lots are used by students and college employees on a first- come, first-serve basis. Students may not park in any spaces which are reserved for faculty and staff. There are also spaces designated for the handicapped (a valid state-issued

sticker, plate or hangtag must be displayed on the vehicle). A South College Parking Decal must be displayed at all times. Violation of campus parking policies may result in the towing of associated vehicles and/or disciplinary action.

19. Student ID

The use of a student identification card by anyone other than its original holder is prohibited. Lending, selling, or otherwise transferring a student identification card is also prohibited. Students are asked to have their Student ID with them anytime they are on campus as they may be asked to present or display the ID.

## **Disciplinary Procedures**

### Undergraduates

Alleged violations of the Student Conduct Standards and Regulations or other student misconduct shall be referred to the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses). The Director/Dean may convene a preliminary conference with an academic Dean/Department Chairperson and the student involved to consider the complaint.

The conference members may take any of the following actions:

1. Determine that no action is warranted;
2. Render an administrative reprimand which may be recorded on the student's permanent record;
3. Confer disciplinary probation which may be recorded on the student's permanent record;
4. Implement other actions or penalties deemed appropriate by the Director of Student Affairs/Dean of Academic and Student Services and the Dean/Department Chairperson; or
5. Dismiss the student from the college.

The student will be informed in writing by email of the decision within three business days of the conference.

### Graduate Students

If an alleged violation is committed by a graduate student, the Director of Student Affairs/Dean of Academic and Student Services will meet with the graduate student's Dean and/or Associate/Assistant Dean to determine how the matter should be handled. If the alleged violation is a breach of the college's Conduct Standards and Regulations, the Director of Student Affairs/Dean of Academic and Student Services will convene a preliminary conference with the program representative and the student. The actions that can be taken are the same as those for undergraduates (listed above). If the alleged violation goes beyond the college's standards and is a breach of the program's professional conduct regulations, the incident will be dealt with by the specific program process.

## **Appeal Procedures**

If the student is not satisfied with the decision, and an appeal is desired for disciplinary actions, academic situations, and/or penalties imposed for a violation of the South College Academic Honor Code, the following procedures will be followed.

### Undergraduate Students

1. He or she may petition the decision by requesting a hearing before the Campus Academic and Conduct Appeals Committee.
  - a. The request must be made in writing to the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses) within three business days of the notice.
  - b. The request must include the student's reasons for the petition including mitigating circumstances, as well as the student's contact information including email address.
  - c. If no request is made within the specified period, the decision is final.
2. After a request is made for a hearing, the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses) will provide the student with the information that will be necessary for the student to submit an official appeal to the Academic and Conduct Appeals Committee.
3. Once the appeal letter is received, the student will be notified by email of:
  - a. the nature of the charges;
  - b. the time and date of the hearing;
  - c. the right to present applicable evidence in her/his behalf.

Additionally, the student will be given the opportunity to talk or meet with the Chair of the Academic and Conduct Appeals Committee to go over the procedures that will be followed during the hearing.

4. The student must attend the hearing and present his/her case to the Committee.
5. The Committee will review the case at the hearing. Members of the Committee are appointed annually, except for the student member who is appointed as hearings are needed. The Chair of the Committee is the Director of Student Affairs

(Main Campus/Parkside Campus or Online) or the Dean of Academic and Student Services (Asheville, Atlanta, or Nashville campuses). As the facilitator of the hearing, the Chair is a neutral party and has no vote on the decision.

Voting members of the Committee at the Main Campus & Parkside Campus include:

- a. the Vice Chancellor of Institutional Advancement and Effectiveness;
- b. a Dean/Department Chair;
- c. one student;
- d. one faculty member; and
- e. one staff member.

Members of the committee at the Asheville Campus, Atlanta Campus, Nashville Campus, or Online include (the Vice Chancellor may serve as schedule allows):

- a. a Dean/Department Chair;
- b. one student;
- c. one faculty member; and
- d. one staff member.

In cases when the Chair is not available, a designee will be appointed for the hearing.

The review shall consist of a careful and thorough hearing. Those participating in the hearing in any way should maintain confidentiality of information. A final determination, by majority vote, will recommend one of the following actions:

- a. removal of the charges against the student;
- b. administrative reprimand;
- c. disciplinary probation, which may or may not be recorded on the student's permanent record;
- d. disciplinary suspension for a specified period of time;
- e. dismissal from the college; or
- f. other action the committee deems appropriate.

The Committee's decision will be sent by certified mail and/or email to the student within ten working days of the hearing.

#### Graduate Students

If the Director of Student Affairs was part of the decision-making process, the procedures listed above for undergraduate students will be followed, including the requirement for the appeal to be made within three business days following the notice. If the decision was made on the program-level, the student may appeal the decision of the program to the Vice Chancellor of Institutional Advancement and Effectiveness within three business days. The Vice Chancellor may choose to refer the appeal to the institutional Academic and Conduct Appeals Committee.

#### Reports

In all cases in which academic and/or disciplinary warning, probation, suspension, or dismissal from the college has been determined, a copy of the proceedings will be maintained by the Department of Student Services in conjunction with the institutional retention of records policy. In cases where appeals are made, those reviewing the appeal may request and review all related information regarding the associated occurrences.

#### Additional Appeal Procedures

The student may appeal the decision of the Committee to the Campus President (Asheville, Atlanta, or Nashville campuses), Vice Chancellor of Online Operations, or to the Chancellor (Main Campus/ Parkside Campus) within five working days of the letter outlining the decision of the Committee. The appeal must:

1. be written;
2. include the student's evidence on his/her behalf;
3. summarize the statements of the accuser; and
4. be submitted within five working days after notification.

After consideration of the Committee decision and the student's appeal, the Campus President/Vice Chancellor Online/Chancellor shall, within ten working days after receipt of the appeal, make a decision and communicate this decision in writing. The Campus President/Vice Chancellor Online/Chancellor may request review of related documents and complete interviews as needed. For those appealing to the Chancellor, this decision is final at the institutional level. For those appealing to the Campus President/Vice Chancellor Online, an appeal following the same procedures as above may be made to the Chancellor.

## **Grievance Procedures**

Several avenues exist within the framework of the college by which students may express grievances.

1. Student complaints regarding final course grades will be handled in the manner described in the Grade Reporting section of the catalog.
2. Student concerns regarding other issues should be brought to the attention of the appropriate faculty member, dean or department chairperson at the student's designated campus, the Director of Student Affairs (Main Campus/Parkside Campus or Online), the Director of Student Success (Asheville, Atlanta, or Nashville campuses), the Vice Chancellor for Student Services, and/or the Chief Academic Officer.

The following briefly describes the appropriate procedure for resolving problems.

1. If the grievance is class-related, the student should discuss the matter with the faculty member to resolve the conflict at that level.
2. If not resolved at that level, the student should contact the dean/department chair for resolution; and
3. If not resolved at that level, the student should contact the Director of Student Affairs (Main Campus/Parkside Campus or Online) or the Director of Student Success (Asheville, Atlanta, or Nashville campuses). Additional contacts include the Vice Chancellor of Student Services, Dean of Academic and Student Services (Asheville, Atlanta, Main, or Nashville campuses), and/or the Chief Academic Officer.
4. If the student elects to file a formal complaint, the procedures listed in the section "Formal Complaint Procedure" in the Student Services section of this Handbook must be followed.

If the grievance is of a non-academic nature, the student should discuss the matter with the Director of Student Affairs and/or the Dean of Academic and Student Services (Main Campus/Parkside Campus), the Director of Student Success (Asheville, Atlanta, or Nashville campuses), or the Director of Student Affairs or Dean of Academics (Online). In any event, all discussions are kept in confidence between the individuals involved and not to be discussed with others. In all cases, rules of conduct will be strictly followed if there are infractions involved.

Concerns regarding disability issues should be directed to the Director of Student Affairs (Main/Parkside Campus or Online), Dean of Academic and Student Services (Asheville and Atlanta campuses), or Director of Student Success (Nashville Campus).

Concerns from members of the public should be directed to the Executive Assistant for the Chancellor (Main Campus/Parkside Campus), Campus President (Asheville, Atlanta, or Nashville campuses), or Vice Chancellor of Online Operations (Online).

Every attempt will be made to resolve concerns at the lowest level possible in the chain of command. However, in instances where this is not possible, and the concern cannot be satisfactorily resolved through the normal procedures, the grievant may appeal in writing to the Campus President, if applicable, and then to the Chancellor of the college. The appeal should be communicated within five (5) working days after the action of which the student complains that unsatisfactory resolution was reached at the lower level. The Chancellor's decision is final so far as institutional grievance procedures are concerned.

**Tennessee/Online Students** – Should there be a grievance that cannot be satisfactorily resolved at the institutional level, a student may contact the Tennessee Higher Education Commission, Suite 1900 Parkway Towers, Nashville, TN 37243-3605, (615) 741-5293. website: <https://www.tn.gov/content/tn/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization.html>.

**North Carolina Students** – Should there be a grievance that cannot be satisfactorily resolved at the institutional level, a student may file a North Carolina Post-Secondary Education Complaint to the University of North Carolina General Administration c/o Student Complaints, 910 Raleigh Road, Chapel Hill, NC 27515-2688, (919) 962-4550, email: [studentcomplaint@northcarolina.edu](mailto:studentcomplaint@northcarolina.edu), website: <http://www.northcarolina.edu/complaints>.

**Georgia Students** – Should there be a grievance that cannot be satisfactorily resolved at the institution level, a student may contact the Georgia Nonpublic Postsecondary Education Commission, 2082 East Exchange Place, Suite 220, Tucker, Georgia 30084-5305, Office: (770) 414-3300, website: <https://gnpec.georgia.gov/student-resources>. website: <https://gnpec.georgia.gov/gnpec-student-complaint-rules>.

**Complaint Resolution Policies and Procedures for Non-Tennessee Resident Students in State Authorization Reciprocity Agreement States, commonly known as SARA.**

Student complaints relating to consumer protection laws that involve distance learning education offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA), must first be filed with the institution to seek resolution. Complainants not satisfied with the outcome of the Institution's internal process may appeal, within two years of the incident about which the complaint is made, to the Tennessee Higher Education Commission (<https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>). For purposes of this process, a complaint shall be defined as a formal assertion in writing that the terms of SARA or the laws, standards or regulations incorporated by the SARA Policies and Standards (<http://www.nc-sara.org/content/sara-manual>) have been violated by the institution operating under the terms of SARA. For a list of SARA member States, please visit the NC-SARA website (<http://nc-sara.org/sara-states-institutions>). Students residing in non-SARA states should consult their respective State of residence for further instruction for filing a complaint.

## **SOUTH COLLEGE SUCCESS TACTICS**

### **WHAT TO DO BEFORE YOU START CLASSES EACH QUARTER:**

1. Obtain a calendar (with daily entries) with enough space to make notes on.
2. Using your academic calendar for reference, write in all the entries/ dates you need to remember first on a monthly basis by date.
3. Then plan each week of the quarter by adding times you will be participating in:
  - a. classes
  - b. work
  - c. study time, including times for reports, etc.
  - d. family time
  - e. other activities (church, clubs, etc.)
  - f. personal time (sleep, food, you know those necessity things)
  - g. contingency time (time used to make up class work during the week if something happens)
4. Share this information with those in your family whose activities will be affected by your being in school. Ask for their support.
5. Study your syllabus material and adjust your calendar for special reports, projects or other time-consuming activities. Remember to start work on projects early. Make note of when your final exams are scheduled.

### **AFTER YOU PLAN YOUR TERM AND YOU GET STARTED:**

1. If you have academic questions, do not hesitate to talk to your faculty members or dean/department chair. If you have personal problems, talk to the Dean or Director of Student Success/Affairs.
2. Stick to your schedule, study diligently, turn in assignments on time and do not miss class!
3. Set up an appointment with your faculty member or your advisor if you need additional help or have questions.
4. Use the South College resources available (Tutors, Writing Lab, Counseling Service, Student Services, Resource Center, Workshops, and other programs that offer support offerings).
5. Ask for help and ask before you get too far behind or become overwhelmed.