



STUDENT HANDBOOK

Main Campus (Including Online & CBE)

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

Atlanta Campus
2600 Century Parkway NE
Atlanta, Georgia 30345
(470) 322-1200

Indianapolis Campus
301 Pennsylvania Pkwy.
Indianapolis, Indiana 46280
(317) 819-7900

Nashville Campus
616 Marriott Drive
Nashville, Tennessee 37214
(629) 802-3000

Parkside Campus
400 Goody's Lane
Knoxville, Tennessee 37922
(865) 251-1800

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

Dallas Campus
1507 Lyndon B. Johnson Freeway
Dallas, TX 75234
(469) 896-8275

Marietta Campus
1850 Parkway Place
Marietta, Georgia 30067
(470) 934-2650

Orlando Campus
6649 Westwood Blvd.
Orlando, Florida 32821
(407) 447-6900

Pittsburgh Campus
3000 Westinghouse Dr, Suite 200
Cranberry Township, PA 16066
(724) 720-9500

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. 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/Services, Student Affairs Coordinator, Associate/Assistant Dean of Academic and Student Services, or Dean of Academic and Student Services.

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, which can be accessed at www.south.edu.

Equal Opportunity Statement

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:

- **Main Campus & Parkside Campus:** Dean of Academic and Student Services, 3904 Lonas Drive, Knoxville, TN 37909, Phone: (865) 288-5708
 - **CBE:** Dean of Academic and Student Services, 3904 Lonas Drive, Knoxville, TN 37909, Phone: (971) 295-9525;
 - **Online:** Dean of Academics (Online), 3904 Lonas Drive, Knoxville, TN 37909, Phone (912) 272-8256;
- **Asheville Campus:** Dean of Academic and Student Services, 140 Sweeten Creek Road, Asheville, NC 28803, Phone: (828) 398-2580;
- **Atlanta Campus:** Dean of Academic and Student Services, 2600 Century Parkway NE Suite 110, Atlanta, GA 30345, Phone: (470) 322-1200;
- **Dallas Campus:** Dean of Academic and Student Services, 1507 Lyndon B. Johnson Freeway, Dallas, TX 75234, Phone: (469) 869-8275;
- **Indianapolis Campus:** Dean of Academic and Student Services, 301 Pennsylvania Pkwy, Indianapolis, IN 46280, Phone: (317) 819-7900;
- **Marietta Campus:** Dean of Academic and Student Services, 1850 Parkway Place, Marietta, GA 30067, Phone: (470) 934-2650;

- **Nashville Campus:** Dean of Academic and Student Services, 616 Marriott Drive, Nashville, TN 37214, Phone: (629) 802-3000;
- **Orlando Campus:** Dean of Academic and Student Services, 6649 Westwood Blvd, Orlando, FL 32821, Phone: (407) 447-6995;
- **Pittsburgh Campus:** Dean of Academic and Student Services, 3000 Westinghouse Dr, Suite 200, Cranberry Township, PA 16066, Phone: (724) 720-9508

SOUTH COLLEGE MISSION STATEMENT

South College focuses on providing quality undergraduate and graduate educational opportunities and associated student support services, for the intellectual, social, and professional development of its diverse student body.

South College is a private, multi-campus academic institution that embraces the traditional higher education mission triad of teaching, scholarly contribution, and service. The institution 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 for independent and life-long learning. South College works to respond to local, regional, and national employment needs and supports current workforce trends.

In addition to its long history of 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 seek to advance knowledge by staying current in their fields which may include conducting research and publishing research results as appropriate, creating artistic and literary works, presenting at professional and scientific meetings, and/or participating in professional development, 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 (CAO), 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, School/Department Deans, Department Chairs/Program Directors, the Directors of Student Affairs/Services, the Deans of Academic and Student Services, the Campus Presidents, the Vice President of Academic Affairs, the Associate Vice Chancellor of Institutional Effectiveness & Student Affairs, 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. 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 is available online at www.south.edu.

Academic Calendar

Please see the South College website for the complete revised General Academic Calendar (<https://www.south.edu/academics/catalog-calendars/>). Academic Calendars may vary by program or campus. Deviations are communicated to students by the applicable program.

Religious Holiday Observance Policy

South College is committed to fostering an environment that respects the diverse religious, philosophical, nonreligious, and spiritual beliefs of its community members. The college does not discriminate against or show preferential treatment toward any particular religion, faith, or belief system. While the South College General Academic Calendar may not encompass all religious holidays due to the wide array of faiths represented within our community, students are afforded the opportunity to request an accommodation for religious observance, such as an excused absence.

To request an excused absence for religious observance, students must provide advance notice to their instructor(s) as early into the term as possible and no later than the first week of the term by completing and submitting the *Religious Holiday Observance Request Form*, which can be downloaded from the [South College website](#) by clicking on *Current Students* and navigating to *Academics* or by clicking [here](#). Requests are reviewed on a case-by-case basis and approved or denied by the instructor and, if necessary, by the department chair/program director. Advance notice to the instructor allows more time to arrange scheduling changes and determine make-up work. Requests are not guaranteed and are evaluated based on program requirements and the course activities scheduled for the requested day(s). Accommodations must not impose an undue hardship on the academic program or other students, and the college will not be able to approve absences which result in the student missing a key academic activity which cannot be rescheduled. At all times, it remains the student's sole responsibility to meet all established academic standards and program requirements despite any approved absences, including requesting and completing makeup work on the dates indicated by the instructor.

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 Student Success Advisors and 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.

Classroom Access Policy

South College requires regular and punctual class participation to ensure an optimal learning environment for all enrolled students. South College has developed the *Classroom Access Policy* that is applicable to all campus-based and hybrid courses.

- Classes will begin on time and students are expected to be ready to begin at that time.
- If students encounter an unavoidable tardy or absence from class, they must notify the instructor of the tardy/absence prior to the class start using the instructor's contact information provided in the course syllabus or immediately when possible in an unavoidable emergency situation.
- If students are tardy for class, they should enter the classroom quietly and join the class in a *non-disruptive manner*. They must also meet with the faculty member during the first break (or immediately after class if there is no break) to discuss the late arrival and any missed classwork or assignments. Certain courses, such as labs, may have additional requirements versus late entry which are outlined in the course syllabus.
- If student presentations, testing, or special labs are in progress, faculty may post a sign on or outside the door to advise students of specific directions for late arrival instructions. These must be followed.
- Courses offered using synchronous online instruction will follow the same guidelines regarding late arrivals to minimize course disruptions. All student microphones should be turned off upon entry into the class.

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 are available in the Canvas Student Orientation and the Student Help Page of every Canvas course.

Cancellation of Classes

Students should consult the Academic Calendar on the [South College 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 Asheville area - WLOS-TV or check online at WLOS.com
- In the Atlanta & Marietta area - local ABC, CBS, NBC, and Fox stations
- In the Dallas area - local NBC (NBCDFW), CBS (KTVT), and KDFW (Fox) stations
- In the Indianapolis area - local WTTV, WISH, WXIN, and WRTV stations
- In the Knoxville area - TV Channels 6, 8, and 10; WOKI-FM, and WIVK-FM or WNOX-AM
- In the Nashville area - local ABC Channel 2 WKRN and NBC Channel 4 WSMV channels
- In the Orlando area - local WOFL, WESH, and WKMG
- In the Pittsburgh area - local CBS Channel 2, NBC Channel 11, and ABC Channel 4

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 and an email to their

South College email account via the South College Emergency Notification system.

If there is a power failure while an 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 entire 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 Dean of Academic and Student Services or the Director of Student Affairs (Online) to have their final exam re-scheduled. Vacations and holiday trips are not an appropriate reason. Please check the college academic calendar at <https://www.south.edu/academics/catalog-calendars/> before making any plans.

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 change requests that exceed the maximum of two program changes must be approved by the Dean of Academic and Student Services. Program changes normally become effective at the beginning of the term following the one in which the program change form was completed. Students wishing to change their declared major should meet with their assigned Academic Advisor. 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 Student Change request (SCR) 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 School/Department Dean/Department Chair/Program Director 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. Students can also update their contact information through the Student Portal by clicking on the *My Profile* header.

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 South College website at <https://www.south.edu/student-resources/honor-code-conduct-regulations/>.

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. Students wishing to challenge a final course grade should follow the *Challenging of Grades* process outlined in the *Academic Information* section of the South College Catalog, which can be accessed at www.south.edu.

Graduation

Commencement exercises for undergraduate students and graduate students in programs are held once per year. All graduates are encouraged to participate. It is the responsibility of each potential graduate to submit the Application for Graduation to the Registrar's Office by the end of the quarter in which the student plans to graduate. Students can access the Application for Graduation in the Student Portal under *Academics* during their last quarter. Failure to submit the Application for Graduation could affect the student's ability to graduate. A graduation fee is due and payable during the student's last quarter of enrollment. Each student must satisfy all Career Services requirements and graduation requirements stated in the college catalog 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 ceremonies include Pinning Ceremonies, White Coat Ceremonies, or Convocations.

Incomplete Grades

An incomplete (I) grade may 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 grade, the student must complete at least one-half of the 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 the 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 Dean of Academic & Student Services at the student's campus). For courses on the Online calendar only, the procedure must be completed within two weeks of issuance of the incomplete. An incomplete grade not cleared by the deadline 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.

Immunization Requirements

Asheville, Main, Parkside, and Nashville Campuses:

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.

Dallas Campus:

All new students who are 21 years of age or younger enrolling in onground classes at the South College campus in Texas are asked to submit certain immunization documentation. Students new to South College should minimally provide proof of vaccination against meningococcal disease. Students may enroll with documentation of an initial vaccine or a booster dose during the five-year period preceding, and at least 10 days prior to, the first day of the quarter. The minimum immunization requirements and exemptions to the requirements are discussed in the admissions process.

All Campuses:

Students pursuing a health profession program at all campuses are required to meet specific program requirements regarding immunization documentation. The documentation required for program-required immunizations is outlined during the program admission process and can be found in the program information in

the [South College Catalog](#).

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.

The Intellectual Property Policy can be accessed in the South College Catalog at www.south.edu or the South College website at <https://www.south.edu/faculty-staff-resources/sponsored-programs-and-research/>.

Artificial Intelligence (AI) Policy

South College values the instruction and development of essential skills and outcomes outlined in assignments and course objectives across the institution. The College encourages avenues of assistance for our students that do not deter the formation and growth of these skills and uphold the value of academic integrity and intellectual honesty. We also recognize that large language models (LLMs) and AI-generated assistance are not trends but are realities of our present moment and of our future. The minimum requirements outlined in this policy must be adhered to and apply to all student composed assignments across all courses.

Policy Statement

Course submission material generated by AI programs (e.g., ChatGPT) must be properly cited as a resource for any academic submission. The use of AI without proper citations may be subject to academic penalties. Alleged violation of academic regulations shall be addressed under the Academic Honor Code published in the South College Student Handbook in accordance with legal regulations.

Generative AI Tools

Generative AI tools are software that uses artificial intelligence to create content like text, images, audio, video, or code.

Common examples include:

- **Text:** ChatGPT, Grok, Claude
- **Images:** Canva AI, Adobe Firefly, Artbreeder
- **Audio:** Voicemod AI Voices, Murf AI, Soundtrap
- **Video:** InVideo AI, Pictory, Kapwing
- **Code:** Replit AI, CodePen AI, Tabnine

Student Responsibilities

Students are the authors of their academic work and are fully responsible for verifying the accuracy, reliability, and originality of all submitted materials. Generative AI tools may produce inaccurate information ("hallucinations"), and students must ensure all content meets academic standards. Confidential or personally identifiable information should never be entered into AI tools, as doing so may violate privacy laws and institutional policy. Additionally, your instructor is responsible for clearly explaining accepted AI use in their courses.

Students using generative AI in their assignments must include a statement in their citations, acknowledgements, and/or methodology sections (if required) or in their header or footer if not, stating the following: "I [or My group, My team, My partner and I, etc.] acknowledge(s) the use of [generative AI tool

Name] in the creation of this assignment. I/We used the [generative AI tool Name] to [e.g., conduct research, edit sentence-level writing, receive assistance for narrowing the purpose statement, etc.].”

Please review the *AI Acceptable Use Guidelines for Students* at <https://www.south.edu/student-resources/>.

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. This procedure follows these general guidelines:

1. Students confer with advisors/mentors to plan a schedule that meets the student's educational goals and the requirements for the program.
2. Students complete online registration procedures or work with their assigned advisor/mentor to register for classes.
3. Students are notified if information is needed by the Financial Aid Department.

Auto-Registration for Students Admitted to Programs with Programmatic Admission Requirements

Automatic registration is available to students admitted to programs with programmatic admission requirements and follow a specific sequence of courses as outlined in the South College Catalog. Auto-Registration does not apply to students receiving VA Educational Benefits. All cohort program admitted students will be automatically scheduled for classes during the designated registration period each quarter. Students must be in good academic standing and have no registration holds in order to be registered. Students may view their schedule by logging in to their Student Portal account.

Auto-Registration for Students Admitted to CBE Programs

Students enrolled in the Competency Based Education (CBE) programs will be enrolled in 6-month terms. Students will initially be registered for two courses. After the first two courses are successfully completed, students will be auto-registered for the next course in sequence until the degree is completed or the student withdraws from the program. If a student has not finished a course by the end of the term, the course will be automatically transferred to the next term, and the student will be able to resume completing the course where they ended in the prior term.

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. The minimum standards of satisfactory progress are applied to all undergraduate students at the institutional level and are separate from individual academic program policies and procedures relating to progression standards. *Individual academic programs, particularly graduate programs, may require additional qualitative and quantitative standards for continued matriculation in those programs. Please see the South College Catalog section and program handbook for the chosen program and carefully review all requirements at www.south.edu.*

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 term are included (i.e., on-ground, on-line, 6-month term, 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 addition of transfer credits to their new program. 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 credit hours earned versus credit hours attempted at the end of each quarter. For a complete description of these standards, please contact the Dean of Academic and Student Services.

The institutional requirements for Satisfactory Academic Progress (SAP) extend to all enrolled students, independent of their reliance on Title IV Federal Financial Aid. Therefore, students who utilize non-federal funding sources, such as self-payment, private educational loans, private scholarship funds, or employer-sponsored tuition benefits, must still maintain compliance with the institution's SAP standards.

Graduate students and undergraduate 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, 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 students' school information including class materials. The Student Portal provides access to vital South College information such as final grades, library website and search interface, schedules, forms, calendars, 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, and students. The Canvas online learning system is used in classes to conduct or enhance class instruction by providing course materials and information, promoting 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.

Microsoft 365 Student Accounts

Each South College student is granted access to an assigned Microsoft 365 account upon enrollment. South College accounts will only be accessible from within the United States and Canada when using Microsoft products. Students who attempt to log in from another country will have access blocked to services like Outlook and Word Online unless prior arrangements have been made.

Students who plan to travel outside the U.S. or Canada and will need access to their South College Microsoft account while away must contact the IT Help Desk in advance to request temporary access. Students can do this by submitting a request at helpdesk.south.edu.

Microsoft 365 accounts will remain active during the period of active enrollment at South College and for two years after the date of graduation or transition to inactive status.

Two years after the graduation of a student or transition to inactive status, the associated South College assigned Microsoft 365 account will undergo the offboarding process as follows:

- **Account Deactivation:** Two years after the date of graduation or transition to inactive status, associated accounts within Microsoft 365 will be deactivated. Deactivation involves removing all licensing and group memberships associated with the account.
- **Data Deletion:** Two years after the date of graduation or transition to inactive status, all data within the Microsoft 365 system account for each graduate/former student, including email, OneDrive, and SharePoint content, will be permanently deleted.

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). If you are unable to log in to the Help Desk, please send an email to support@south.edu.

All issues related to Canvas (including the Canvas student app), such as problems and how-to questions, 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, click on the *Help* link on the login page of Canvas to submit a South College Help Desk ticket for assistance.

Minimum Computer Requirements

For more information regarding minimum computer requirements, go to the South College website, www.south.edu, and click on *Current Students* and then click on *Computer, Printing, & Technology Resources*.

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 official transcript. For institutions who do not permit third-party requests, the student is

responsible for ordering and paying any fees to obtain the official transcript(s). Ultimately, it is the student's responsibility to ensure that the college receives the requested transcripts and all documents required for admission. Acceptance is conditional on receipt of all official documents required and admissions requirements met. South College may rescind acceptance if all official documents required by the college are not received within one quarter. The college does not generally admit students on a probationary basis. A student may be denied registration for classes in future quarters until all required documents are received. Exceptions to the one quarter period may be granted for unusual situations or circumstances. All exceptions must be approved by the Dean of Academic & Student Services and the Executive Vice President of Student Experience. Please see the *Admissions* section of the Catalog for the applicable policy at www.south.edu.

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, each student is entitled to one official transcript at no cost. Transcripts will be delivered by Parchment to graduates via their South College email account within 1-2 weeks after the degree is conferred by the Registrar. Additional official transcripts and payment of associated fees must be submitted online by going to www.south.edu and clicking on the *Transcripts* link at the bottom of the page. An official South College transcript bears the seal of the institution and is sent directly to a third party either electronically or in a sealed envelope by the college.

Transfer of Credits

Undergraduate Programs

South College accepts students who wish to transfer earned credits from other accredited colleges. Students can find the Transfer Credit policy in the South College Catalog in the Admissions section at www.south.edu. Accepted time limits for all courses/programs are available via the South College website under the [Admissions tab](#).

Graduate Programs

South College has determined that each graduate program, under the governance of its faculty, 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 South College Catalog (www.south.edu) 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, School/Department Dean/Department Chairperson/Program Director, and/or advisor before officially dropping any course to discuss future scheduling issues. Once this is completed, a Student Change Request (SCR) Form may be obtained from the Office of the Registrar or through the Student Portal. 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 School/Department Dean/Department Chair/Program Director, and/or the Director of Student Services or Student Success Advisor/Faculty Advisor. Many times, these individuals may provide suggestions that result in continued enrollment.

A withdrawal is considered to be official when a student notifies the Office of the Registrar through completion of the Withdrawal Form available on the Student Portal, the Catalog, or by clicking [here](#). No other college official has the authority to accept official withdrawals. Please note, withdrawals will not be processed until the Withdrawal Form is submitted. Students who do not officially withdraw will be considered enrolled in courses until an appropriate academic participation verification point. If it is determined that a student is no longer academically participating at the regular check points, the student will be officially withdrawn by the college. Students are strongly encouraged to speak with the assigned advisor in order to gain full understanding of the effects that the withdrawal has on their standing and options for future enrollment.

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. The Catalog can be accessed from the South College website (www.south.edu) by clicking on *Academics*. Tuition and fees are payable on the first day of each term unless an installment payment plan has been set up and approved by the Business Office. 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 dismissal from the college.

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, 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 through the Business Office via telephone, in person on campus, 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. If a student fails to satisfy all financial obligations prior to graduation, receipt of the degree or certificate may be delayed or held until those financial obligations are resolved.

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.

STUDENT SUPPORT SERVICES

The mission of the Student Affairs Department and the Student Services Department is two-fold: (1) to afford

students an opportunity to grow personally and professionally through student interaction, activities, and leadership opportunities within the college and the community; and (2) to provide students with services and guidance that lead to effective problem-solving skills and personal satisfaction with their learning community and their learning experience.

Areas within the Student Services Department include entrance testing, orientation, and academic advising. Areas within the Student Affairs Department include counseling, student activities and organizations, career services, disability services, graduation, tutoring, resource center/library services, bookstore, safety, and student conduct. In addition, community resources and referral lists are available from the Student Affairs Department for alcohol and drug abuse information sources, housing information, and daycare providers. Several of the services offered to students are discussed in the next paragraphs.

Student Services Department

Academic Advising

Upon admission, undergraduate students are assigned a Student Success Advisor or Mentor, who provides assistance during enrollment and for class scheduling. After a specified timeframe, onground students in programs with programmatic admission will transition to a faculty member who will serve as the academic advisor for the major. The Student Success Advisor or Mentor will send notification to the student when this transition occurs. For students enrolled in fully online programs, the Student Success Advisor or Mentor will provide advising to the student throughout the entire program. During the initial conference with the Student Success Advisor or Mentor, 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 update his/her plan and to register for classes for the following term.

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

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. The 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 is provided by the Admissions Department or by the Student Services Department.

Student Affairs Department

Counseling Services

South College students (and their family members) have complimentary access to resources and counseling through ComPsych. Students can call a Guidance Consultant via a dedicated toll-free phone number and after speaking with the consultant and answering some questions, the consultant can provide additional resources, guidance, and/or a referral to a counselor. These Guidance Consultants 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 licensed counselor/therapist located in their community where they will receive up to 3 in-person sessions per person, per issue, per year free of charge. ComPsych has a large network of licensed counselors/therapists 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, podcasts, videos, slideshows, and “ask the expert” personal responses to wellness questions.

Phone-based counselors: 844-268-5855

Website: <http://guidanceresources.com> (Web ID: SouthCollege)

Smartphone Application: GuidanceNow

Career Services

For South College students and graduates, a designated Career Services Advisor 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, a Career Services advising appointment is required to receive specific and personalized instruction in the preparation of professional resumes and cover letters, to review job search strategies and interviewing skills, and to complete graduation forms. The two required graduation forms for Career Services can be completed online through your Student Portal. Please note, students will need to enter their Student Portal credentials to log in and complete the applications. To access the forms, click on:

- ***Career Services Agreement & Release of Information***
Form: <https://renderer.south.edu/#/renderer/CSRF>
- ***Career Services Application:*** <https://renderer.south.edu/#/renderer/CARPLAPP>

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 Student Affairs Department.
2. Child Care - South College does not provide daycare facilities. Students must make arrangements for their children's care. Students needing assistance finding childcare may see the Student Affairs Department staff.
3. Housing - A listing of rental residence options is available for students to use when looking for housing in close proximity to the campus. Contact the Student Affairs Department staff for assistance.

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 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. Students in the metro Atlanta or Marietta area may 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. Students in Dallas may find low-cost services at the Woven Health Clinic (<https://www.wovenhealth.org/farmers-branch/>) or find low-cost health services options by visiting <https://findahealthcenter.hrsa.gov/> Students in Indianapolis may find low-cost health

services options by visiting <https://www.in.gov/fssa/ompp/>. Orlando Campus students may contact Orange Blossom Family Health (obfh.org) or go to <https://findhealthcenter.hrsa.gov>. Students in Pittsburgh may find low-cost health services options by visiting <https://findahealthcenter.hrsa.gov/>. Please see Student Affairs Department personnel for additional information.

Off-Campus Activities (Ground Campuses)

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 members 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.

Student Activities

South College supports and encourages participation in student organizations and campus activities. The college values inclusive participation and leadership development for all students and therefore does not recognize any group of students as an elected or appointed student government. Participation in student organizations, community service and other campus activities provides students with opportunities to develop career related skills such as multi-tasking, prioritizing and teambuilding.

Student Organization Approval and Recognition Process

All student organizations must apply and be approved as a recognized organization by South College. Students interested in forming organizations should contact the Student Affairs Department to obtain the application materials. All student organizations must have a designated faculty/staff advisor. For program-specific organizations, the faculty advisor must be approved by academic leadership. All student and program-specific organizations must submit a mission/purpose, bylaws, and a plan for organizational structure as part of the application. All South College social media accounts to support student organizations and clubs must be approved and a South College designated faculty/staff advisor must have administrator access to the account. Once the student organizations are approved, any changes to the mission, constitution, bylaws, or organizational structure (e.g., new sub committees or subgroups under the umbrella organization) must be approved by the faculty/staff advisor, campus leadership, and academic leadership (for program-specific student organizations only). Completed application materials should be submitted to the Student Affairs Department for review. Final approval must be granted by campus leadership and by academic leadership (for program-specific student organizations only).

If final approval to establish a student organization is not granted, the student organization may appeal the decision in writing within five (5) business days to the Executive Director of Institutional Student Affairs, 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-392-4733. The appeal must contain copies of the application, constitution, and by-laws. The Executive Director's decision regarding the appeal is final.

Events, Activities, and Official Statement Approval

Once a student organization is approved, all events, activities, and official statements or declarations must be pre-approved. Preparation and advertisement of events or activities are prohibited until the student organization receives full approval for the event or activity. Student organization officers may obtain the required form to

have an activity or event (including fundraising) from the Student Affairs Department. Final approval must be granted by campus leadership. For program-specific student organizations, academic leadership for the respective program must also be obtained.

Annual Renewal Requirement

All student organizations shall renew their charter each year. The renewal request will include a summary of accomplishments, financial activity, and a list of the organization's goals for the next year and should be submitted to the faculty/staff advisor and the Student Affairs Department.

Tutoring Assistance

South College tutoring services are available to all enrolled students for classes they are currently taking or for career-focused projects, such as resumes and cover letters. Writing, math, science, speech, and technology assistance is accessible through various modalities.

For tutoring assistance, contact South College Faculty Tutors via the South College website by clicking on *Current Students* and then *Tutoring*. A South College virtual tutoring schedule can be accessed at <https://canvas.south.edu/courses/26545>. If a South College tutor is unavailable at the student's desired time, the student should utilize online tutoring through Tutor.com (24/7 availability).

At the Main and Parkside Campuses, 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. At the Indianapolis Campus, schedules are posted via campus signage and in the quarterly student newsletter, *The Indianapolis Post*. At the Orlando Campus, schedules are posted via campus signage and in the quarterly student newsletter the *Orlando Journal*. At the Pittsburgh Campus, schedules are posted via campus signage and in the quarterly student newsletter, *The Pittsburgh Publication*. For Online, schedules and information are posted on the Student Portal and through quarterly communication from the Student Affairs Department and in the quarterly student newsletter, *The Online Opus*. For CBE, schedules and information are posted on the Student Portal and in the quarterly student newsletter, *The CBE Chronicle*. At the Dallas Campus, schedules are posted via campus signage and in the quarterly student newsletter, *The Lone Star Letter*.

Online tutoring is also available to students by professional tutors through Tutor.com. 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 Tutor.com link in the course menu. Tutoring can be completed on demand online or an appointment can be scheduled to work with a tutor.

Tutoring assistance can also be requested through the Peer Tutoring Program. Students needing assistance should contact their faculty members, School/Department Dean/Department Chair/Program Director, or the Student Affairs Department. This can be done via telephone, email, referral form, or in person. Students who are available to tutor other students should register with the Student Affairs Department. Every effort is made to find tutors, but tutoring assistance is not guaranteed for every class or every program 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 Student Affairs Department's designated Disability Services contact listed below of their specific limitations and, if known, their requested accommodations.

Designated Disability Services Contact Information:

- **Main & Parkside Campuses:**
 - Director of Student Affairs, 3904 Lonas Drive, Knoxville, TN 37909, Phone: (865) 251-1822
 - CBE Programs Only: Dean of Academic and Student Services, 400 Goody's Ln, Knoxville, TN 37922, Phone: (971) 295-9525
- **Asheville Campus:** Student Affairs Coordinator, 140 Sweeten Creek Road, Asheville, NC 28803, Phone: (828) 398-2500
- **Atlanta Campus:** Director of Student Affairs, 2600 Century Parkway NE, Atlanta, GA 30345, Phone: (470) 322-1200
- **Dallas Campus:** Director of Student Services, 1507 Lyndon B. Johnson Freeway, Dallas, TX 75234, Phone: (469) 896-8275
- **Indianapolis Campus:** Director of Student Services, 301 Pennsylvania Pkwy, Indianapolis, IN 46280, Phone (317) 819-7900
- **Marietta Campus:** Director of Student Services, 1850 Parkway Place, Marietta, GA 30067, Phone: (470) 934-2650
- **Nashville Campus:** Director of Student Affairs, 616 Marriott Drive, Office 223, Nashville, TN 37214, Phone: (629) 802-3000
- **Orlando Campus:** Director of Student Affairs, 6649 Westwood Blvd, Orlando, FL 32821, Phone (407) 447-6900
- **Online:** Director of Student Affairs, 3904 Lonas Drive, Knoxville, TN 37909, Phone: (865) 392-4762
- **Pittsburgh Campus:** Director of Student Services, 3000 Westinghouse Dr, Suite 200, Cranberry Township, PA 16066, Phone: (724) 720-9500

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 designated Disability Services contact (see *Designated Disability Services Contact Information* in the section above). 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 designated Disability Services contact 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 designated Disability Services contact 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 Executive Director of Institutional Student Affairs, 3904 Lonas Drive, Knoxville, TN 37909, Phone: (865) 392-4733. The Executive Director of Institutional Student Affairs 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 Dean of Academic and Student Services 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 with the Dean of Academic and Student Services. If the complaint is against the Dean of Academic and Student Services, 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 of the alleged discriminatory action and must state the problem or action alleged to be discriminatory and the remedy or relief sought. The Dean of Academic and Student Services (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.

Website Accessibility Statement

Our Commitment to Accessibility

Throughout our history, South College has endeavored to meet the needs of our career-driven student body. Under the current administration, the college has expanded to include new campuses, added more degree programs at all levels, and revolutionized curricula and learning technologies. We are better than we've ever been at providing the quality and flexibility our students want, but we will never stop looking for ways to improve our students' experiences.

In any era, it is the values of excellence, responsibility, and integrity that guide the strategic planning and decision-making of the South College leadership. Our top priority is and always will be providing our students with the excellent education they need to achieve their career goals. We strive to provide our students with education in a manner that ensures equal access, respect, dignity, and independence to all.

Our Mission and Action

We are dedicated to making South College a leader in student experience, and a critical part of that is digital accessibility. That's why we've adopted the internationally recognized [Web Content Accessibility Guidelines \(WCAG\) 2.1 Level AA](#) standard for our website, which includes PDFs, and multimedia assets such as videos and photos. Below you'll find some of the ways we have incorporated accessibility into our South College culture:

- Developing an Accessibility mindset for employees and faculty that is dedicated to the adoption and implementation of accessibility practices and culture at South College.
- Conducting continuous accessibility testing of website navigation to continue to enhance our offerings for all students.
- Partnered with industry-leading accessibility expert Deque and their [Accessibility Certification Service](#) for consulting, monitoring, and certification.
- We provide any disability-specific services upon request (sign language interpreters for classrooms, labs and/or events, as an example.)
- Actively working towards achieving [Web Content Accessibility Guidelines \(WCAG\) 2.2 Level AA](#)

Need Assistance?

As a valued member of our South College family, your needs are important to us. We put student services at the

heart of what we do every day. If the format of any material on this website at south.edu limits your ability to access information, please let us know by emailing us at accessibility@south.edu. We promise to provide a prompt and compassionate response, using thorough and exhaustive means to best answer your needs. Please note, students should not use the email above for Disability Services requests. Please refer to the **Disability Services** section of this handbook for more information and contact information for the Disability Services Coordinator.

Regarding Third Party Sites

South College has high expectations of quality, value, service, and respect of diversity from third-party suppliers and sites that we use. Although we are working to make all partner sites meet our guidelines, we cannot always guarantee the accessibility of these sites. We encourage you to contact us at accessibility@south.edu if any assistance is needed.

A Notice on Third Party Content

The South College website utilizes third party content for some features. We are continuously working with our procured vendors to provide a more accessible experience. Some third-party content that is readily available to all cannot be customized, and we cannot guarantee the accessibility of this content. If you would like assistance using this content, please contact us by emailing us at accessibility@south.edu.

Please note that our website(s) may link to, or interface with, third-party sites that we do not control, and which are not affiliated directly with South College. These third-party vendors may not have undertaken the same efforts that South College has to comply with the WCAG standards. As such, South College does not make representations regarding the accessibility and compliance with the ADA (or other applicable laws) of third-party sites. In addition, third-party vendors provide some content, plugins, and widgets on our websites. While we ask those third-party vendors to ensure accessibility, we cannot ensure their conformance but commit to continuously working with them to ensure updates are made consistently to improve the customer experience for all.

Department of Library Services

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 are 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 service 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 centers/libraries is available on the college website, www.south.edu. Click on *Library* in the *Quick Links* menu on the main page.

Library Borrowing Policies

Circulating and Overdue Materials

Students and faculty may check out materials from the library's circulating collection. Students may borrow books for two weeks and DVDs for three days. Faculty may borrow any of these materials for three months. Daily fines are not charged on overdue material for students or faculty. Overdue notices are sent to students one week after the date due. Bills for overdue materials are sent to students if the materials are not returned by the end of the month. As a professional courtesy, reminders of outstanding material are sent to faculty each month.

Library Laptops

Students may borrow library laptops for on campus use only. During enrollment, students sign a laptop agreement confirming that they will only use library laptops on campus and recognize that they are financially responsible for the repair or replacement of a damaged or lost library laptop. When a student checks out a laptop, they receive an email reminder notice of this agreement.

Bookstore

South College provides an online bookstore where students can purchase required and recommended materials for their courses. Materials available through the online store may include textbooks, digital content, scrubs, lab kits, supplies, and other course-related items. Prices of books, supplies, and materials are not included in tuition. Students may reach the online store through the [South College website](#) by selecting **Current Students → Bookstore**, or directly through Canvas. In each Canvas course, students may see up to two links in the course navigation:

- **Access Course Materials** – for viewing or accessing materials that are automatically provided or included with the course (Inclusive Access).
- **Purchase Course Materials** – for purchasing or renting all other required or recommended items.

These links help ensure students locate the correct materials for each course.

Ordering Course Materials

When students sign into their course in Canvas, materials associated with the class are displayed automatically to ensure the correct items are selected. Some courses use Inclusive Access (IA), which provides automatic digital access to required materials on or before the first day of class at a reduced cost. Students enrolled in IA courses are charged directly for these materials unless they choose to opt out.

Students who wish to opt out of IA may do so through the Opt-Out tool in Canvas, located under the Access Course Materials link in their course. Students who opt out are responsible for obtaining the required materials independently and may pay full retail pricing through other sources.

If students experience difficulty accessing course materials or using the Opt-Out tool, assistance is available through the online bookstore's customer support resources.

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 Dean of Academic and

Student Services, 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. Each campus may be equipped with surveillance cameras located inside and outside of the campus for security purposes. These cameras are in place to enhance the safety and security of all vehicles and individuals. Recordings may be reviewed by institutional and security personnel regularly. Buildings and parking areas are well lit, with security personnel provided after dark at all 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 South College website, www.south.edu.

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 ensure that a safe campus is maintained.

The following suggestions are made 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, cell phones, or other electronic devices, etc. visible in parked cars on campus. Lock your vehicle.
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 reviewed in the New Student Orientation course and annually in order to comply with regulations governing Drug-Free Schools and Campuses. Students are also assigned an Alcohol and Drug Prevention course via Canvas to assist students in making informed decisions for themselves, supporting their classmates, and assisting their own family members. 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 clinical assignments or observations, 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 a strong recognized odor (i.e. alcohol, cannabis), 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 who 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 Dean of Academic and Student Services, 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 will be 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 School/Department Dean/ Department Chair/Program Director, and advisor. The appropriate parties (Chief Academic Officer, Dean of Academic and Student Services, Student Affairs/Services Director, and School/Department Dean, Department Chair/Program Director, 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, www.south.edu, 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 the designated Title IX Coordinator at their campus, which is outlined in the [Sex Discrimination \(Title IX\) Policy & Grievance Procedures](#) in this handbook.

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. Information regarding sex offenders can be found at:

- **Main, Parkside, and Nashville campuses:** <http://tnmap.tn.gov/sor/>
- **Asheville Campus:** <http://sexoffender.ncdoj.gov/>
- **Atlanta and Marietta campuses:** <https://gbi.georgia.gov/georgia-sex-offender-registry>
- **Dallas Campus:** <https://sor.dps.texas.gov>
- **Indianapolis Campus:** <https://www.in.gov/idoc/sex-and-violent-offender-registry/>
- **Orlando Campus:** <https://offender.fdle.state.fl.us/offender/sops/search.jsf>
- **Pittsburgh Campus:** <https://www.meganslaw.psp.pa.gov/>

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 the following reporting requirements:

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. 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 (www.south.edu).

Sexual Harassment (Title IX) Policy

South College is committed to fostering an environment that is free from all forms of sex discrimination, including sexual harassment, as defined in 34 CFR §106 (et seq.) and explained below. The institution takes steps to increase awareness of sexual harassment, to thoroughly investigate reports of sexual harassment, 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, third parties, or applicants 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, third parties, and applicants regardless of sexual orientation or gender identity. Further, this policy applies to discrimination based on sex that involves an applicant, student, employee, or third-party affiliate against a student at any location in the United States, including campus/clinical/student teaching/ practicum/internship/fieldwork site or any locations, events, or circumstances over which South College exercises substantial control over both the respondent and the context in which the harassment occurs, and also includes any building owned or controlled by a student organization that is officially recognized by South College.

Inquiries about the application of Title IX and this part may be referred to the Title IX Coordinator, to the Assistant Secretary of the U.S. Department of Education, or both.

Sexual harassment includes a broad range of behaviors that will not be tolerated in the South College's education programs or activities. The federal rules governing Title IX define sexual harassment broadly to include any of three types of misconduct on the basis of sex, all of which jeopardize the equal access to education that Title IX is designed to protect:

- any instance of quid pro quo harassment by a school's employee;
- any unwelcome conduct that a reasonable person would find so severe, pervasive, and objectively offensive that it denies a person equal educational access; or
- any instance of sexual assault (as defined in the Clery Act), dating violence, domestic violence, or stalking as defined in the Violence Against Women Act (VA WA).

Sexual harassment can occur between strangers, acquaintances, or people who know each other well, including those who are involved in an intimate or sexual relationship, and can be committed by anyone regardless of sex, gender, or gender identity. South College does not tolerate any form of sexual harassment.

Questions regarding Title IX and the Campus SaVE Act may be referred to the College's Title IX Coordinator or to the U.S. Department of Education's Office for Civil Rights.

Retaliation Prohibited

Retaliation means taking any adverse action or attempting to take adverse action, including intimidating, threatening, coercing, or in any way discriminating against an individual for the purpose of interfering with any right or privilege secured by Title IX or this policy, or because the individual has made a report or complaint, testified, assisted, or participated or refused to participate in any manner in an investigation, proceeding, or hearing.

Intimidation, threats, coercion, or discrimination, including charges against an individual for code of conduct violations that do not involve sex discrimination or sexual harassment, but arise out of the same facts or circumstances as a report or complaint of sex discrimination, or a report or formal complaint of sexual harassment, for the purpose of interfering with any right or privilege secured by Title IX or this policy, constitutes retaliation.

Complaints alleging retaliation may be filed according to the grievance procedures for sex discrimination included herein.

The exercise of rights protected under the First Amendment does not constitute prohibited retaliation.

Charging an individual with a code of conduct violation for making a materially false statement in bad faith in the course of a grievance proceeding under this part does not constitute prohibited retaliation, provided, however, that a determination regarding responsibility, alone, is not sufficient to conclude that any party made a materially false statement in bad faith.

Retaliation against any person who alleges a violation of the Sexual Harassment 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 harassment 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.

Definitions

Definition of Actual Knowledge

Actual knowledge means notice of sexual harassment or allegations of sexual harassment to the College/Institute's Title IX Coordinator or to another designated South College official.

Definition of Complainant

An individual who is alleged to be the victim of conduct that could constitute sexual harassment.

Definition of Respondent

An individual who has been reported to be the perpetrator of conduct that could constitute sexual harassment.

Definition of Consent

Consent must be affirmative. Consent means a knowing, voluntary and mutual decision among all participants to engage in sexual activity. Consent can be given by words or actions, as long as those words or actions create clear permission regarding willingness to engage in sexual activity. Silence or lack of resistance, in and of itself, does not demonstrate consent. The definition of consent does not vary based upon a participant's sex, sexual orientation, gender identity, or gender expression.

- Consent to any sexual act or prior consensual activity between or with any party does not necessarily constitute consent to any other sexual act.
- Consent is required regardless of whether the person initiating the act is under the influence of drugs and or alcohol.
- Consent may be initially given but withdrawn at any time.
- Consent cannot be given when a person is incapacitated.
- Consent cannot be given when it is the result of any coercion, intimidation, force, threat of harm.

When consent is withdrawn or can no longer be given, sexual activity must stop.

Definition of Incapacitation

Incapacitation (or incapacity), for purposes of this policy, is the state in which an individual's perception or judgment is so impaired that the individual lacks the cognitive capacity to make or act on conscious decisions. The use of drugs or alcohol can cause incapacitation. An individual who is incapacitated is unable to consent to a sexual activity. Engaging in sexual activity with an individual who is incapacitated (and therefore unable to consent), where an individual knows or ought reasonably to have understood that the individual is incapacitated, constitutes Title IX Sexual Harassment as defined by this policy.

Definition of Supportive Measures

Supportive measures means non-disciplinary, non-punitive individualized services offered as appropriate, as reasonably available, and without fee or charge to the complainant or the respondent before or after the filing of a formal complaint or where no formal complaint has been filed. Such measures are designed to restore or preserve equal access to the education program or activity without unreasonably burdening the other party, including measures designed to protect the safety of all parties or the College/Institute's educational environment, or deter sexual harassment. Supportive measures may include counseling, extensions of deadlines or other course-related adjustments, modifications of work or class schedules, campus escort services, mutual restrictions on contact between the parties, changes in work or housing locations, leaves of absence, increased security and monitoring of certain areas of the campus, and other similar measures. The College must maintain as confidential any supportive measures provided to the complainant or respondent, to the extent that maintaining such confidentiality would not impair the ability of the College/Institute to provide the supportive measures. The Title IX Coordinator is responsible for coordinating the effective implementation of supportive measures.

Definition of Third Party

Third party refers to any individual who is not a College/Institute student, a faculty member, or a staff member (e.g., vendors, alumni/ae, or local residents).

Definition of Witness

Witness refers to any individual who shares information relating to an allegation of prohibited conduct under this policy.

Definition of Sexual Harassment

Sexual Harassment means prohibited conduct on the basis of sex that satisfies one or more of the following:

- a. An employee of the recipient conditioning the provision of an aid, benefit, or service of the recipient on an individual's participation in unwelcome sexual conduct;
- b. Unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to the recipient's education program or activity;

- c. Any form of sexual assault. “Sexual assault” means an offense classified as a forcible or nonforcible sex offense under the uniform crime reporting system of the Federal Bureau of Investigation. Forcible sex offenses means any sexual act directed against another person, without the consent of the victim including instances where the victim is incapable of giving consent; these offenses include:
 - a. Rape: The carnal knowledge of a person, without the consent of the victim, including instances where the victim is incapable of giving consent because of their age or because of their temporary or permanent mental or physical incapacity;
 - b. Sodomy: Oral or anal sexual intercourse with another person, without the consent of the victim, including instances where the victim is incapable of giving consent because of their age or because of their temporary or permanent mental or physical incapacity;
 - c. Sexual Assault with an Object: To use an object or instrument to unlawfully penetrate, however slightly, the genital or anal opening of the body of another person, without the consent of the victim, including instances where the victim is incapable of giving consent because of their age or because of their temporary or permanent mental or physical incapacity;
 - d. Fondling: The touching of the private body parts of another person for the purpose of sexual gratification, without the consent of the victim, including instances where the victim is incapable of giving consent because of their age or because of their temporary or permanent mental or physical incapacity;
- d. Nonforcible Sex Offenses (Except Prostitution Offenses) means unlawful, nonforcible sexual intercourse; these offenses include:
 - a. Incest: Sexual intercourse between persons who are related to each other within the degrees wherein marriage is prohibited by law; or
 - b. Statutory Rape: Sexual intercourse with a person who is under the statutory age of consent.
- e. “Dating violence” means violence committed by a person-
 - a. who is or has been in a social relationship of a romantic or intimate nature with the victim; and where the existence of such a relationship shall be determined based on a consideration of the following factors:
 - i. The length of the relationship.
 - ii. The type of relationship.
 - iii. The frequency of interaction between the persons involved in the relationship.
- f. “Domestic violence” includes felony or misdemeanor crimes of violence committed by a current or former spouse or intimate partner of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse or intimate partner, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person’s acts under the domestic or family violence laws of the jurisdiction.
- g. “Stalking” means engaging in a course of conduct directed at a specific person that would cause a reasonable person to - (i) fear for his or her safety or the safety of others; or (ii) suffer substantial emotional distress.

The Title IX Grievance Process

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 an applicant, student, employee, or third-party affiliate against a student at any location, including campus/clinical/student teaching/practicum/internship/fieldwork site or any

locations, events, or circumstances over which South College exercises substantial control over both the respondent and the context in which the harassment occurs, and also includes any building owned or controlled by a student organization that is officially recognized by South College. 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.

Allegations should be reported to the Title IX Coordinator or appropriate Deputy Title IX Coordinator using the [**Sexual Harassment \(Title IX\) Incident Form**](#) as soon as possible following the alleged incident of sexual harassment. All applicants, employees, students, and third parties can access the Sexual Harassment (Title IX) Incident Form on the South College Portal and on the South College website. Reports can be submitted at any time, including non-business hours, in person, by mail, by telephone, or by email using the contact information listed below:

Title IX Coordinator for South College

Dr. Mari-Kathryn Arnold, Executive Director of Institutional Student Affairs
3904 Lonas Drive, Knoxville, TN 37909
marnold@south.edu, 865-392-4733

Deputy Title IX Coordinator for the Main Campus and Parkside Campus

Dr. Melanie Yerk, Dean of Academic and Student Services
3904 Lonas Drive, Knoxville, TN 37909
myerk@south.edu, 865-288-5708

Deputy Title IX Coordinator for the Main Campus (CBE Programs Only)

Dr. Persis Young, Dean of Academic and Student Services-CBE Programs
400 Goody's Lane, Knoxville, TN 37922
pfay@south.edu, 971-295-9525

Deputy Title IX Coordinator for the Asheville Campus

Dr. Katie Thomas, Dean of Academic and Student Services
140 Sweeten Creek Road, Asheville, NC 28803
kthomas@south.edu, 828-398-2560

Deputy Title IX Coordinator for the Atlanta Campus

Dr. Jennifer Johnke, Sr. Dean of Academic and Student Services
2600 Century Parkway NE, Atlanta, GA 30345
jjohnke@south.edu, 470-322-1211

Deputy Title IX Coordinator for the Dallas Campus

Dr. Chris McCracken, Dean of Academic and Student Services
1507 Lyndon B. Johnson Freeway, Dallas, TX 75234
cmccracken@south.edu, 469-896-8282

Deputy Title IX Coordinator for the Indianapolis Campus

Dr. Lynn Patton, Dean of Academic and Student Services
301 Pennsylvania Pkwy., Indianapolis, IN 46280
lpatton@south.edu, 317-819-7912

Deputy Title IX Coordinator for the Marietta Campus
Ms. Marta Leonida, Dean of Academic and Student Services
1850 Parkway Place, Marietta, GA 30067
mleonida@south.edu, 470-934-2656

Deputy Title IX Coordinator for the Nashville Campus
Mrs. Jennifer Carroll, Dean of Academic and Student Services
616 Marriott Drive, Nashville, TN 37214
jcarroll2@south.edu, 629-802-3175

Deputy Title IX Coordinator for Online
Mrs. Anne Petrella, Campus President
3904 Lonas Drive, Knoxville, TN 37909
apetrella@south.edu, 865-288-8782

Deputy Title IX Coordinator for the Orlando Campus
Dr. Claudine Bentham, Dean of Academic and Student Services
6649 Westwood Blvd Suite 100, Orlando, FL 32821
cbentham@south.edu, 407-447-6995

Deputy Title IX Coordinator for the Pittsburgh Campus
Ms. Peggy Brinton, Dean of Academic and Student Services
3000 Westinghouse Dr., Suite 200, Cranberry Township, PA 16066
mbrinton@south.edu, 724-720-9500

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, 865-293-4550

Reporting

Although violations of this policy should be reported to the Title IX Coordinator or appropriate Deputy Title IX Coordinator, South College understands that from time-to-time other employees may learn of potential violations of this policy. South College has assigned certain employees authority to institute corrective measures, and those employees are required to respond to any complaint of sexual harassment promptly, reasonably, and equitably including referring the complainant to the Title IX Coordinator to make a formal report, if the complainant opts to do so. The issue will be reported to the Title IX Coordinator or appropriate Deputy Title IX Coordinator using the Sexual Harassment (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.

If the College receives a report of alleged sexual harassment by someone other than the complainant (e.g., friend or roommate, resident advisor) or from an anonymous source, the College's Title IX Coordinator will promptly notify the complainant of the report, and inform the complainant of the available resources and assistance, and will follow the process outlined in this policy.

The following employees (or categories of employees) are authorized by the College to institute corrective measures:

- Institutional Leadership: Vice Chancellor of Institutional Advancement and Effectiveness, Executive Director of Institutional Student Affairs, Associate Vice Chancellor of Institutional Effectiveness & Student Affairs, and Chief Academic Officer
- Dean of Academic and Student Services
- Director of Student Affairs/Services
- Vice President of Talent Management and Human Resources (for employees)

Confidentiality

South College encourages complainants of sexual harassment 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.

Determining Confidentiality

If a complainant discloses an incident to an authorized 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.

Release of Information

South College will otherwise keep confidential the identity of any individual who has made a report or complaint of sex discrimination, including any individual who has made a report or filed a formal complaint of sexual harassment, any complainant, any individual who has been reported to be the perpetrator of sex discrimination, any respondent, and any witness, except as may be permitted by the Family Education Rights and Privacy Act (FERPA), or as required by law, or to carry out the purposes of Title IX and this policy, including the conduct of any investigation, hearing, or judicial proceeding arising thereunder.

Supportive Measures for Reported Complainants of Sexual Harassment

When South College learns of any form of possible discrimination based on sex, the Title IX Coordinator will promptly contact the complainant to discuss the availability of supportive measures, consider the complainant's wishes with respect to supportive measures, inform the complainant of the availability of supportive measures (with or without the filing of a formal complaint), and explain to the complainant the process for filing a formal complaint. The Title IX Coordinator is responsible for coordinating the effective implementation of supportive measures. Supportive measures may also include informing 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.

Emergency Removal of Respondent

If upon receiving a report of sexual harassment, the College undertakes an individualized safety and risk analysis, and determines that an immediate threat to the physical health or safety of any student or other

individual arising from the allegations of sexual harassment justifies removal, a respondent may be removed from the College's education program or activity on an emergency basis. The College will provide the respondent with notice and an opportunity to challenge the decision immediately following the removal.

Administrative Leave of Respondent Non-Student Employee

The college may place a non-student employee respondent on administrative leave during the pendency of a grievance process.

Formal Complaint Process

"Formal complaint" means a document filed by a complainant or signed by the Title IX Coordinator alleging sexual harassment against a respondent and requesting that the recipient investigate the allegation of sexual harassment. At the time of filing a formal complaint, a complainant must be participating in or attempting to participate in the education program or activity of the recipient with which the formal complaint is filed. A formal complaint may be filed with the Title IX Coordinator in person, by mail, or by electronic mail, by using the contact information required to be listed for the Title IX Coordinator. As used here, the phrase "document filed by a complainant" means a document or electronic submission (such as by email) that contains the complainant's physical or digital signature or otherwise indicates that the complainant is the person filing the formal complaint.

South College will send written notice to both parties (complainant and respondent) of the allegations upon receipt of a formal complaint. In the written notice, South College will include notice of the College's grievance process, including any informal resolution process, the identities of the parties involved in the incident, if known, the conduct allegedly constituting sexual harassment, and the date and location of the alleged incident, if known. The written notice will include a statement that the respondent is presumed not responsible for the alleged conduct and that a determination regarding responsibility is made at the conclusion of the grievance process. The written notice will also inform the parties that they may have an advisor of their choice, who may be, but is not required to be, and may inspect and review evidence. The written notice will also inform the parties of any provision in South College's code of conduct that prohibits knowingly making false statements or knowingly submitting false information during the grievance process.

Informal Resolution Process

In some cases, the parties may feel that a situation can be remedied without going through the formal investigation and hearing process. If the parties both give voluntary, informed, written consent to attempt informal resolution, the Title IX Coordinator and appropriate Deputy Title IX Coordinator will work with the complainant and respondent to determine a resolution to the complaint. A complainant may also request to go through the Informal Resolution 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). Informal resolution process is not available if the allegations relate to an employee sexually harassing a student.

The informal resolution process is a voluntary, remedies-based process designed to provide parties with an option to resolve disputes with other students in a forum that is separate and distinct from the College's formal grievance processes under the Title IX Sexual Harassment policy. The purpose of the informal resolution process is to address the conduct which has been reported by the complainant and place the parties in a position to pursue their academic and non-academic interests in a safe, respectful, and productive educational and working environment. Under this process, there will be no disciplinary action taken against a respondent, and the resolution will not appear on the respondent's disciplinary record.

The College will not require as a condition of enrollment or continuing enrollment, or employment or continuing employment, or enjoyment of any other right, waiver of the right to an investigation and adjudication

of formal complaints of Title IX sexual harassment. Similarly, the College will not require, encourage, or discourage the parties from participating in the informal resolution process. The College will not offer the informal resolution process unless a formal complaint is filed.

At any time, either party may elect to transition the proceedings to the Formal Complaint Process.

Conflict of Interest

All individuals who have responsibilities in administering the grievance process under this policy must be free of any conflict of interest or bias for or against complainants or respondents generally or an individual complainant or respondent and will be trained as provided by federal regulations. Parties will be notified at the appropriate junctures of the identities of the individuals serving as investigators, Title IX Conduct Committee members, and Appeal Panel members. A party who has concerns that one or more of the individuals performing one of the aforementioned roles has conflicting interest or is biased must report those concerns to the Title IX Coordinator within 48 hours of being notified of their identities and include a brief explanation of the basis for the conflict or bias concern. The Title IX Coordinator will assess the allegations of conflict or bias to determine whether or not the identified individual(s) can fulfill their duties in an impartial way. If the Title IX Coordinator concludes that the facts and circumstances support the claim of conflict or bias, the pertinent individual(s) will not participate in the case.

Formal Investigation

Once South College is aware of a reported incident of sexual misconduct, the Title IX Coordinator will notify the parties in writing of the initiation of the investigation, and will assign an investigator to conduct an investigation of the complaint, and to gather evidence to determine if the allegation(s) meet the definition of sexual harassment as outlined in this policy. The results of the investigation will be submitted to the Title IX Conduct Committee.

The burden of proof and the burden of gathering evidence sufficient to reach a determination regarding responsibility for a violation of this policy rest on South College and not on the parties.

Notice of Investigation

Following the receipt and review of the formal complaint by the Title IX Coordinator, and it being determined that the matter properly falls under this Title IX/Sexual Harassment policy, the parties will be informed in writing of the initiation of the investigation. The written information shall include:

- The identities of the parties, if known.
- A concise summary of the alleged conduct at issue (including when and where it occurred, if known).
- Notice of the allegations potentially constituting Title IX Sexual Harassment.
- A statement that the respondent is presumed not responsible and that a determination regarding responsibility is made at the conclusion of the grievance process.
- A statement informing the parties that they may have an advisor of their choice, who may be, but is not required to be, an attorney.
- A statement informing the parties that they may request to inspect and review evidence.
- A statement informing the parties that knowingly making false statements or knowingly submitting false information during the grievance process may constitute a violation of College/Institute policy.
- Information regarding the applicable grievance procedures, including the informal resolution process.
- If, during the investigation, additional information is disclosed that may also constitute prohibited conduct under this policy, the respondent and complainant will be informed in writing that such additional information will be included in the grievance process.

Investigation Guidelines

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.
- South College will provide both complainants and respondents written notice of the date, time, location, participants, and purpose of all hearings, investigative interviews, or other meetings, with sufficient time for the party to prepare to participate.
- Both parties will be given the opportunity to inspect and review any evidence obtained in the investigation that directly pertains to the allegations. Each party will have 10 days to submit a written response to the Title IX Coordinator, which will be considered prior to the completion of the investigative report.
- The final investigative report will be provided to both parties and the party's advisor for their review and written response at least 10 days prior to the hearing.
- If the investigation results indicate that the complaint should not proceed to a review by the Title IX Conduct Committee, for the reasons set forth below, 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 and the reasons therefore. Should the complainant wish to appeal this decision, he/she should follow the Appeal Process listed in the last section of this policy.
- South College must dismiss a formal complaint if the conduct alleged in the formal complaint would not constitute sexual harassment even if proved, did not occur in the College's educational program or activity, or did not occur against a person in the United States.
- South College may dismiss a formal complaint or any allegations therein, if at any time during the investigation or hearing: a complainant notifies the Title IX Coordinator in writing that the complainant would like to withdraw the formal complaint or any allegations therein; the respondent is no longer enrolled or employed by South College; or specific circumstances prevent the recipient from gathering evidence sufficient to reach a determination as to the formal complaint or allegations therein. In the case of such a dismissal, South College will inform both parties in writing within (14) business day of the decision and the reasons therefor. 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, live hearing by the Title IX Conduct Committee will then occur within (14) business days of the notification. The final investigative report will be provided to both parties and the party's advisor for their review and written response.

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. If a party does not have an advisor present at the live hearing, the South College will provide, free of charge, an advisor of the school's choice who may be, but is not required to be, an attorney in order to conduct cross-examination on behalf of that party.

While the advisor may be present, s/he cannot verbally participate in the investigation process but will be permitted to participate in the live hearing. 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 Title IX Conduct Committee will be unbiased, charged with reviewing all evidence objectively, and will not make credibility determinations based on an individual's status as a complainant, respondent, or witness.
- 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.
- An audiovisual recording or transcript of the hearing will be available to the parties for inspection and review.
- 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 and is not a decisionmaker at the hearing.
- 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, through their advisor if requested, may also be allowed to ask relevant questions at the discretion of the Chair. If a question is deemed not relevant, the Chair will explain the decision to exclude a question as not relevant.
 - Each party's advisor may ask the other party and any witnesses all relevant questions and follow-up questions, including those challenging credibility. Such cross-examination must be conducted directly, orally, and in real time by the party's advisor of choice and never by a party personally.
 - Questions and evidence about the complainant's sexual predisposition or prior sexual behavior are not relevant unless offered to prove that someone other than the respondent committed the conduct alleged by the complainant, or if the questions and evidence concern specific incidents of the complainant's prior sexual behavior with respect to the respondent and are offered to prove consent.
 - If a party of witness does not submit to cross-examination at the live hearing, the Committee must not rely on any statement of that party or witness in reaching a determination regarding responsibility, but the Committee cannot draw any inferences regarding responsibility based solely on the absence or refusal to answer cross-examination or other questions.
- 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.
- In all cases, the respondent shall not be deemed responsible for the alleged conduct until a determination regarding responsibility is made at the conclusion of the grievance process.
- Either the complainant or respondent may request to participate in the proceedings via video conferencing. Participation via telephonic conferencing alone is not allowed. At the request of either party, the Committee will provide for the entire live hearing to occur with the parties located in separate rooms with technology enabling the parties to see and hear each other in real time.

- The complainant and the respondent have the right to hear all evidence, present evidence, testify, and have their advisors question witnesses. 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 reached on each allegation, and the supporting rationale for each, 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 simultaneously notify all parties in writing of the Committee's findings, remedies provided, and sanctions imposed, if any, and information about how to file an appeal.

Extensions for Good Cause

The timeframes and deadlines listed in this Policy may, for good cause, be extended or otherwise modified by South College. Good cause may include considerations such as the absence of a party, a party's advisor, or a witness; concurrent law enforcement activity; or the need for language assistance or accommodation of disabilities.

Remedies to Complainants

Following a determination that a violation of this Title IX policy has occurred, remedies may be provided to complainant. Available remedies may include the same services listed above as Supportive Measures.

Sanctions for Sexual Harassment

The following sanction(s) may be imposed upon any individual student found to be in violation of this policy. Following a determination that a violation of this Title IX policy has occurred:

- 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 on the following bases: to determine whether the investigation or hearing was conducted fairly and in conformity of the procedures, if new evidence that was not available at the time of the determination that could affect the outcome, or if the Title IX coordinator, investigator(s), or Title IX Conduct Committee members had a conflict of interest or bias against the complainant or respondent that affected the outcome. 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.

South College's Other Title IX Obligations

Training

The College will either provide appropriate training, or ensure appropriate training is provided by a qualified third party, to the Title IX Coordinator and Title IX Deputies, investigators, Title IX Conduct Committee members, Appeal Panel members, and any individual who facilitates the informal resolution process. Such training will cover the definition of Title IX Sexual Harassment, the scope of the College's education program or activity, how to conduct an investigation and grievance process including hearings, appeals, and informal resolution processes under this policy, as applicable, and how to serve impartially, including by avoiding prejudgment of the facts at issue, conflicts of interest, and bias.

The College will ensure that Title IX Conduct Committee members receive training on any technology to be used at a hearing and on issues of relevance of questions and evidence, including questions and evidence about the irrelevancy of complainant's sexual predisposition or prior sexual behavior. The College will ensure that investigators receive training on issues of relevance in order to create an investigative report that fairly summarizes relevant evidence. These training materials are publicly available on the College's website and will be made available for in-person review upon request. In addition, College officials with responsibilities under this policy will receive training related to intersectionality.

Recordkeeping

South College will maintain for a period of seven years records of:

- Each sexual harassment investigation including any determination regarding responsibility and any audio or audiovisual recording or transcript of the hearing, any disciplinary sanctions imposed on the respondent, and any remedies provided to the complainant designed to restore or preserve equal access to the recipient's education program or activity.
- Any appeal and the result therefrom.
- Any informal resolution and the result therefrom.
- All materials used to train Title IX Coordinators, investigators, decisionmakers, and any person who facilitates an informal resolution process. A recipient must make these training materials publicly available on its website, or if the recipient does not maintain a website the recipient must make these materials available upon request for inspection by members of the public.

For each South College response required under Title IX, South College will create, and maintain for a period of seven years, records of any actions, including any supportive measures, taken in response to a report or formal complaint of sexual harassment. In each instance, the College will document the basis for its conclusion that its response was not deliberately indifferent, and document that it has taken measures designed to restore or preserve equal access to the College's education program or activity. If the College does not provide a complainant with supportive measures, then the College will document the reasons why such a response was not clearly unreasonable in light of the known circumstances. The documentation of certain bases or measures does not limit the College in the future from providing additional explanations or detailing additional measures taken.

Modification and Review of Policy

The College reserves the right to modify this policy to take into account applicable legal requirements or extraordinary circumstances. At regular intervals, the College will review this policy to determine whether modifications should be made.

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.). Students should not leave personal property unattended in a classroom. 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 operating a motor vehicle. The parking lot(s) at each campus may be equipped with surveillance cameras for security purposes. These cameras are in place to enhance the safety and security of all vehicles and individuals. By using the parking lots, individuals acknowledge and accept that video surveillance may be in operation.

The parking lots are used by students and college employees on a first-come, first-serve basis. Some campuses require a South College parking decal to be displayed in the vehicle; parking decals will be issued to students at the time of enrollment. 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 of Academic and Student Services or 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 resource centers/libraries. Only on rare occasions are children allowed in the student centers, in offices (other than Admissions, Financial Aid, and Student Success Advisor 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

Honor Code Pledge

South College students are expected to demonstrate and uphold the values of respect, truthfulness, responsibility, and integrity. All students, as a member of the South College community, pledge to show their commitment to these virtues by abstaining from academic dishonesty and behaving responsibly, respectfully, and honorably in their relationships with others.

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 programs 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, Department Chair, School/Department Dean, or Program 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 Student Affairs Department, 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 Student Affairs Department Coordinator/director, 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 Student Affairs Department Coordinator/Director. If in the opinion of the Director/Coordinator, the violation is of such a grave nature that a more severe punishment is warranted, the designated official may recommend to the Dean of Academic and Student Services and the 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 Student Affairs Department Coordinator/Director. 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/Coordinator, the violation is of such a grave nature that a more severe punishment is warranted, the designated official may recommend to the Dean of Academic and Student Services and Chief 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 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 student will follow the *Dismissal and Disciplinary Action Appeal* procedures outlined in the *Appeals Process* section of the South College Catalog, which can be accessed at www.south.edu. Please note, a dismissal decision made by the Chief Academic Officer (CAO) for violation of the South College Academic Honor Code and/or Student Conduct Standards and Regulations is final so far as dismissal are concerned and cannot be appealed at the institutional level.

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 refer to the Assignment Grade Dispute and/or the Course Grade Appeal process outlined in the Appeals Process section of the South College Catalog, which can be accessed at www.south.edu.

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 non-academic 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 Dean of Academic and Student Services each quarter.

The college reserves the right to search or have searched the personal property (including vehicles) of any student when the Dean of Academic and Student Services 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 Affairs 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 Student Affairs Department. 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 Student Affairs Services Department. 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 the designated Title IX Coordinator outlined in the [Sex Discrimination \(Title IX\) Policy and Grievance Procedures](#) in this handbook.

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, Instagram, X, 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 Student Affairs Department

Coordinator/Director.

15. Dress Code

The South College dress code is applicable to all students, day or evening, and is in effect at all times when 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. Articles of clothing and jewelry that display profanity, symbols, products, slogans that promote tobacco, alcohol, drugs, violence, illegal activities, sex, or racial/ethnic/religious/prejudice are prohibited.
- d. Students shall ***not*** wear:
 - i. Shorts, skirts, or skirts *more than 3* inches above the knee.
 - ii. Tightly fitted clothing such as 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 or cover visible tattoos as appropriate.
- e. Appropriate footwear is required at all times.
- f. Undergarments should not be visible.

Attire for Off-Campus Student Services Activities

- a. For off-campus activities, such as Directors Excursions and student organization events, students are to remember that although they are not on-campus, they represent 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

Eating and drinking of food and beverages are prohibited in all college buildings except in the student break areas. Water is permitted 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-served basis. Students may not park in any spaces which are reserved for faculty and staff. There are also accessible parking spaces designated for people with disabilities (a valid state-issued sticker, plate or hangtag must be displayed on the vehicle). For campuses that require parking decals, the 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

Undergraduate Students

Alleged violations of the Student Conduct Standards and Regulations or other student misconduct shall be referred to the Student Affairs Coordinator/Director. The Director may convene a preliminary conference with the School/Department Dean/Department Chairperson/Program Director and the student involved to consider the complaint.

The conference members may take any of the following actions:

- Determine that no action is warranted;
- Render an administrative reprimand which may be recorded on the student's permanent record;
- Confer disciplinary probation which may be recorded on the student's permanent record;
- Implement other actions or penalties deemed appropriate by the Student Affairs/Services Director and the School/Department Dean/Department Chairperson/Program Director; or
- Dismiss the student from the college. In cases of dismissal, the designated official may recommend to the Dean of Academic and Student Services and the Chief Academic Officer that the student be dismissed. Approval must be granted prior to communicating the dismissal decision.

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 Student Affairs Coordinator/Director, Associate Dean of Academic and Student Services, or 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 Student Affairs Coordinator/Director, Associate Dean of Academic and Student Services, or the 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 student will follow the *Dismissal and Disciplinary Action Appeal* procedures outlined in the *Appeals Process* section of the South College Catalog, which can be accessed at www.south.edu. Please note, a dismissal decision made by the Chief Academic Officer for violation of the South College Academic Honor Code and/or Student Conduct Standards and Regulations is final so far as dismissal are concerned and cannot be appealed at the institutional level.

COMPLAINTS AND GRIEVANCES

Several avenues exist within the framework of the college by which students may express informal concerns, formal complaints, and grievances depending on the nature of the issue. 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. Students should refer to the *Complaint and Grievance Processes* section of the South College Catalog, which can be accessed at www.south.edu, for more information and steps needed to resolve issues. It is the expectation of all South College students to attempt resolution within the South College processes before contacting external agencies.

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. There are many time-management and study apps available. Your Student Success Advisor can provide assistance with finding these resources.
2. Using your academic calendar for reference, write in all the entries/dates you need to remember first on a monthly basis by date. The South College Academic Calendar can be accessed in the Academic section on the South College website (www.south.edu).
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.
6. Brush up on your study and note taking skills.
7. Stay in touch with your assigned Student Success Advisor or Faculty Advisor.
8. Access your Canvas account (students receive access to their courses 5 days prior to the start of the term). Participate in the online New Student Orientation course in Canvas.
9. Attend a Welcome Session.
10. Access your South College email account.
11. Order any course material/textbooks for your courses through the South College Bookstore, <https://www.south.edu/student-resources/>.

AFTER YOU PLAN YOUR TERM AND YOU GET STARTED:

1. If you have academic questions, do not hesitate to talk to your assigned advisor, faculty members, or School/Department Dean/Department Chair/Program Director. If you have personal problems, talk to your assigned advisor or the Director of Student Affairs/Services.
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 ([Tutor.com](#), [Tutoring Labs](#), Disability Services, Counseling Service, Student Affairs, Resource Center/Library, Workshops, and other programs that offer support offerings).
5. Ask for help and ask before you get too far behind or become overwhelmed.