

South University Student Handbook

Table of Contents

About the Student Handbook	3	Conduct and Behavior Policies	7
Student Rights and Responsibilities	3	Grievances, Complaints, and Disputes	14
Orientation	3	Health and Safety	15
Academic Policies and Procedures	4	Student Life	18
Academic Integrity, Intellectual Property, and Copyright Policies ...	7	Resources and Services	20

About the Student Handbook

South University (the “University”) reserves the right to change policies and procedures contained within this student handbook. Notice is not required for a new policy to take effect; however, South University will make reasonable attempts to notify students promptly of any policy changes through the student portal, website or email postings, mail distributions or other methods deemed appropriate by the college administration.

The Student Handbook applies to all students enrolled in courses at South University. Programs may have a programmatic specific handbook that the student is also responsible for understanding.

Student Rights and Responsibilities

South University is committed to the development of 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 responsibility and an understanding of and respect for the rights of others. The atmosphere of the University 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 University, you have agreed to abide by the rules and regulations of the University. The rules concerning student behavior are outlined in the [Code of Conduct](#) section of this handbook. Alleged violations of the Code of Conduct may be referred to the Dean of Student Affairs.

Orientation

University Orientation

All students are encouraged to attend a University orientation program prior to the start of classes at South University. Enrolled students who have earned less than 24 hours of college level credits must complete a web-based orientation session, South University College Success Course, prior to the start of classes.

For all students, the University’s orientation program provides an overview of South University and acquaints students with academic policies, resources, success skills and registration procedures. At the conclusion of the campus-based orientation program, students are able to finalize their schedules, obtain parking permits, and have a picture taken for the student ID.

International Student Orientation

In addition to the University orientation, International students attending South University on an F-1 (student) visa are required to meet with the school’s Designated School Official (DSO) prior to the start of classes. The DSO will serve as the student’s International Student Advisor and help the student adjust to the many cultural differences, answer any questions about transitioning to living in the United States, and provide important information for maintaining F-1 (student) visa status. International Students will be SEVIS registered only after completing the International Student Orientation.

Online Orientation

All students taking online courses for the first time through South University are encouraged to take an orientation to online learning prior to the beginning of their course(s). The orientation reviews the expectations, policies and associated procedures with taking online courses. All students taking graduate online course(s) will be encouraged to complete the graduate online orientation. If you are a graduate student that will need to take prerequisites to enter the graduate program you will be encouraged to take the South University undergraduate orientation. When you officially meet the requirements and enter a South University graduate program, you will be encouraged to take the graduate orientation.

You will be given a user name and password prior to starting your orientation. When you are ready to begin your orientation, you will login into the orientation course through your computer and internet connection. The orientation contains several exercises that you will go through to make sure that you are knowledgeable and comfortable working before the class begins. It is absolutely necessary to make sure you are ready to begin working in class when your first session begins. You will not have the time to orient yourself once classes are underway. Should you have any problems getting to class or operating within your online classroom, a toll-free number for 24-hour online classroom support is available for your use, 1-888-444-3404. This number is posted on the course home page within your course under the heading "Tech Support" located on the top navigation bar.

Student IDs

Student ID photos are taken during Orientation and student IDs are issued to new students during their first week of classes. Student ID cards include student identification numbers (that are different from social security numbers). ID cards also function as library cards for utilizing the University library. Student ID cards are issued at each campus location. Online students may order Student ID cards through the Campus Common by navigating to the Student Services Tab and then Form Center.

There is no charge for the initial student ID. If a student needs a replacement ID, there is a charge of \$10. The use of a student identification card by anyone other than its original holder is prohibited.

Academic Policies and Procedures

Class Attendance

Behavior patterns are often hard to change once established. Therefore, students are expected to attend each class session as absences result in lower achievement. Students are responsible for knowing and adhering to the attendance policy as outlined in the South University Academic Catalog, [Academic Affairs](#) .

Each student should familiarize themselves with the classroom guidelines paying particular attention to the consequences for missing exams, turning in assignments after the deadline, and receiving points for participation in class. Clarify any questions regarding the course syllabus at the beginning of the term to avoid any unnecessary confusion. Students are responsible for material missed while absent, and should check with their instructors as soon as possible.

Disability Services

South University Disability Services ensures students with disabilities equal access to the college's educational programs, opportunities and activities. Qualified students requesting reasonable and appropriate accommodations receive services to eliminate physical, programmatic and attitudinal barriers that may arise with disabilities. This can be further reviewed in the South University Academic Catalog, [Student Affairs](#) section.

Students who seek reasonable accommodations should notify the Dean of Student Affairs at their campus location. Students will be asked to submit medical documentation of the need for accommodation to the campus Dean of Student Affairs. Classroom accommodations are not retroactive, but are effective only upon the student sharing approved accommodations with the instructor. Therefore, students are encouraged to request accommodations as early during the Admissions process to allow for time to gather necessary documentation. If you have further questions, contact the Dean of Student Affairs associated with your campus location. Please refer to the South University Academic Catalog [Appendix: Contact Information for all Policy Related Questions and Concerns](#) for each South University location.

Complaints will be handled in accordance with the school's Student Grievance Procedure for Internal Complaints of Discrimination and Harassment found in the Student Affairs section of the Academic Catalog.

Online Participation Policy

Successful online learning requires active participation in the discussion area of the online classroom. Students must contribute to the class discussion in a substantive way. The quality of the postings is the most important aspect of discussion, and only substantive participation will be counted as active participation. This is measured by recording the posting date on which a student makes a substantive classroom posting. Substantive participation includes responses to discussion questions as well as discourse with other students related to the subject matter. Substantive responses must be based upon the course content, theory, and/or or personal experience, not mere opinion. Substantive responses should also include appropriate documentation/citation. For example, a simple “I agree” will not qualify as a substantive posting. The participation point value in the learning experience is defined within the grading criteria for each assignment (which is located on assignment pages in each course), and/or as directed by the instructor.

Submission of assignments, posting questions to the professor or classmates and/or sending emails to students and/or faculty outside of classroom threads does not count as participation.

Students are expected to read all discussion area postings. The quality of the student responses will be graded. Students will earn weekly participation grades based on the quality and frequency of their comments to others in the discussion assignment(s) based on the established grading rubric in the course.

Everyone’s comments are important. The diversity of experience among members of the class will enhance learning. All students will be treated equitably within the classroom. The classroom is a place of expression and discussion.

1. Communications must be respectful. Inappropriate language will not be tolerated, and the instructor has the right to determine what is inappropriate. Disrespectful students are subject to discipline or dismissal from the online learning platform for this course. All activities in the classroom will follow standards set in this Student Handbook.
2. For absence due to prolonged serious illness or personal emergency, the student is expected to contact the instructor as soon as possible. For absence due to technical problems, the student is expected to follow the steps outlined below:
 - Contact your instructor and technical support the same day you are experiencing technical difficulties and work out a plan with your instructor to make up missed assignments.
 - Contact your Academic Counselor and advise them of your technical difficulties within 48 hours.
 - If your technical difficulties will not be fixed for a prolonged period, it is the student’s responsibility to find another source for internet service such as a public library or a friend’s computer.
 - Failure to notify the instructor will be considered a missed deadline. All assigned work must be completed regardless of the reason for absence. Please be advised in the unforeseen event that you would need to formally withdraw from the course this must be done by contacting your Academic Counselor

Changing Programs

Students should refer to the policies and procedures outlined in the South University Academic Catalog, [Academic Affairs](#).

International students must consult with the school’s Designated School Official prior to changing majors as doing so may impact F-1 (student) visa status eligibility.

Consult the South University Academic Catalog for information regarding specific campus offerings and academic program curricula.

Adding and Dropping Courses

Students may adjust their schedules without penalty by dropping and/or adding courses during the Drop/Add period. Drop/Add periods are dependent on the term the student is enrolled in and may have financial implications, so students should consult with their Academic Counselor and Financial Aid Advisor for information. Students are also encouraged to consult with their Program Director before dropping or adding a course as course offerings will vary. Further information on the Drop/Add policy can be found in the South University Academic Catalog, [Academic Affairs](#) section.

Grade Reports

Grade reports are available on-line through <https://mycampus.southuniversity.edu/portal/server.pt>. In accordance with FERPA regulations, South University will not release a student's grade over the telephone. If a student experiences a problem while accessing grades through the student portal, a trouble ticket should be submitted through <https://inside.southuniversity.edu/help>.

The Family Educational Rights and Privacy Act of 1974, as amended

The Family Educational Rights and Privacy Act of 1974, as amended ("FERPA"), sets out requirements designed to afford students certain rights with respect to their education records. In addition, it puts limits on what information South University may disclose to third parties without receiving prior written consent from the student.

The complete FERPA policy can be accessed in the South University Academic Catalog, [Academic Affairs](#) section.

Official Transcript Requests

South University has partnered with Parchment to order and send student transcripts securely. Our South University Parchment storefront site makes it easy to place your order through a guided process, and it also outlines delivery options and required fee of \$10. Status updates will be sent to the email address that you provide and make tracking your order easier online. Students who are current on their payment plan will have their transcripts released.

To get started please visit [Parchment](#).

Satisfactory Academic Progress

A student must demonstrate Satisfactory Academic/Financial Aid Progress by successfully completing courses attempted. Poor performance may lead to an academic/financial aid warning and/or academic dismissal from the University. It is very important that students attend all registered courses and complete them successfully.

The following criteria are used to determine whether or not a student is making academic/financial aid progress, where a student must be able to:

- Maintain a minimum acceptable cumulative grade point average (CGPA);
- Achieve the minimum incremental completion rate (ICR); and
- Complete the program within a maximum allowable timeframe (MTF)

Please review the Satisfactory Academic Policy in the South University Academic Catalog, [Academic Affairs](#). Some programs also have Progressions Policies to ensure the student is successful in the program. Programs with specific Progressions Policies are also listed in the catalog.

It is the student's responsibility to understand satisfactory progress and ask questions to the Academic Counselor or Program Director as needed.

Graduation

Each student must satisfy the graduation requirements listed in the South University Academic Catalog, [Academic Affairs](#) section.

Commencement exercises are held once a year, and are traditionally at the end of spring quarter (June). A graduation application should be completed two quarters prior to the anticipated graduation date and will be made available to the student in the student portal. A graduation fee is due and payable during the student's last quarter of enrollment.

Honors at Graduation

All work taken at South University will count in the calculation of the cumulative grade point average for honors at graduation. The calculation will include original and repeated course grades. For a description of available honors, please reference the South University Academic Catalog, [Academic Affairs](#) section.

Academic Integrity, Intellectual Property, and Copyright Policies

Academic Honesty

Academic dishonesty will not be tolerated. Plagiarism and cheating will result in one of several sanctions, depending on the seriousness of the offense. Infractions of the academic honesty policy may result in receiving a failing grade for the assignment, receiving a failing grade for the course or even expulsion from school. These policies apply to both undergraduate and graduate students.

The complete description, and possible sanctions, of the Undergraduate Academic Integrity Policy, Graduate Honor Code & Graduate Honor Council of South University, the Honor Council of the South University School of Pharmacy and any specific programmatic integrity policy can be found in the South University Academic Catalog, [Academic Affairs](#) section.

Intellectual Property

As a creative community of teachers, artists and scholars, South University is committed to encouraging the creation of new works, new ideas, and new forms of creative and scholarly expression. This Policy on Intellectual Property is provided to protect the interests of those who create as well as the interests of South University itself, which supports this creative and scholarly work.

The complete Intellectual Property and Copyright policy can be found in the South University Academic Catalog, [Academic Affairs](#) section.

Copyright Infringement

The unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject students and individuals to civil and criminal liabilities. The full Copyright Infringement policy can be found in the South University Academic Catalog, [Student Affairs](#) section.

Conduct and Behavior Policies

Code of Conduct

This section lists student responsibilities in effect at South University. These regulations have been adopted to ensure the safety and well-being of the student body and the orderly operation of the University. Any student suspected of a violation of these regulations will be accorded due process as outlined herein. Policy and procedural updates will go into effect at the beginning of the subsequent quarter.

The South University Code of Conduct also applies to online activities outside the online classroom that occur on South University websites. **The list below is illustrative only, and South University may sanction other conduct not specifically included on this list.**

1. **Abuse/Assault:** Verbal abuse, assault, battery, or any other form of physical abuse of a student or University employee is prohibited.
2. **Acts of Sexual Misconduct or Relationship Violence:** Students are prohibited from any form of sexual misconduct, sexual violence or relationship violence. Acts of sexual misconduct, sexual violence or relationship violence are addressed by the Sexual Misconduct & Relationship Violence Policy found in this handbook as well as in the South University catalog.
3. **Alcohol:** Use, sale, possession or distribution of alcoholic beverages on school property or at any function sponsored or supervised by the school, including school sponsored housing, is prohibited. Exceptions may be made for certain school sponsored events pending approval of the Dean of Student Affairs and the Assistant Vice Chancellor for Student Services. Being under the influence of alcohol on school property or at any school function is also prohibited.
4. **Computer Policies:** Violation of the institution's policies on the responsible use of technology includes but is not limited to:
 1. The theft or abuse of computer, computer server, email, Internet or Intranet resources
 2. Any unauthorized entry into a file for any purpose including reading, changing, or distributing the contents of the file
 3. Unauthorized transfer of a file
 4. Abuse of printers or printing privileges
 5. Unauthorized downloading of copyrighted materials in violation of the law
 6. Unauthorized use of another individual's identification and/or password
 7. Use of computing facilities to interfere with the work of another student, faculty member, or school official
 8. Use of computing facilities to send obscene or abusive messages
 9. Use of computing facilities to interfere with normal operation of the school's computing system
5. **Disorderly Conduct:** No student shall engage in disorderly conduct. Students are expected to contribute to a higher education climate that encourages learning, mutual respect, and that is conducive to higher learning culture. The following behaviors are prohibited:
 1. Interference with or disruption of the normal operations of the school such as teaching, administrative functions, pedestrian or vehicular traffic, school activities or the online classroom;
 2. Unauthorized entry into, or use of, school facilities;
 3. Breach of peace on school property or at any school-sponsored or supervised program or inciting others to riot or cause destruction.
 4. Incivility: Unprofessional, disrespectful, intimidating and/or undesirable behaviors
6. **Dress:** South University seeks to properly prepare students for the general business and professional community. Students in allied health majors have specific dress requirements which are defined by their departments. If a student is improperly dressed, he/she will not be permitted to attend class or use University facilities. Inappropriately revealing and/or improper dress includes but is not limited to: sagging and low-rise pants, low-cut necklines, and bare midriffs.
7. **Drugs:** Use, sale, possession or distribution of illegal or controlled substances, drug or drug paraphernalia on school property or at any function sponsored or supervised by the school, including school sponsored housing, is strictly prohibited. Being under the influence of illegal or controlled substances on school property, at any off-campus sites while participating in academic learning experiences or at any school function is also prohibited.
8. **Failure to Comply:** Failure to comply with the direction of school officials, faculty, staff or security officers who are acting in the performance of their duties is a violation of the Code of Conduct. Students on school property or at school-sponsored or school-supervised functions must identify themselves to school officials who are acting in the scope of their duties upon the school official's request.

9. **Falsification of Records:** Forgery, falsification, alteration or misuse of school documents, records or identification is prohibited.
10. **Fire and Safety:** Students are prohibited from violating school safety regulations that include but are not limited to setting fires, tampering with fire safety and/or firefighting equipment, failure to exit during fire drills, turning in false fire alarms or making bomb threats.
11. **Harassment:** Harassment of a member of the University community including written or verbal acts or uses of technology which have the effect of harassing or intimidating a person is strictly prohibited. This includes harassment based on sex, race, color, national origin, religion, sexual orientation, age, disability or any other criteria protected by state, federal or local law.
12. **Hazing:** Students are prohibited from any form of "hazing" and must abide by the "Anti-Hazing Policy" found in this handbook.
13. **Health and Safety:** Any conduct that threatens the health or safety of a student or another individual in the University community is prohibited.
14. **Noise:** In order to maintain an environment conducive to study, students are prohibited from activating noise making devices such as radios, cellular phones, beepers, and alarm watches while in any South University building.
15. **Obstruction of the South University Disciplinary Process:**
Violations of the Code of Conduct include, but are not limited to:
 1. Failure to respond to the request of a disciplinary body or school official.
 2. Falsification, distortion, or misrepresentation of information before a disciplinary body or school official.
 3. Disruption or interference with the orderly proceedings of a disciplinary meeting or hearing.
 4. Influencing or attempting to influence another person to commit an abuse of the disciplinary system.
 5. Attempting to influence the impartiality of a member of a disciplinary body prior to and/or during the course of the disciplinary proceeding.
 6. Verbal or physical harassment and/or intimidation of a member of a disciplinary body prior to, during, and/or after the disciplinary proceeding.
 7. Failure to comply with the sanction(s) imposed under the student conduct policy.
16. **Offensive Conduct:** Lewd, indecent, or offensive conduct is prohibited on ground and online. This would include but is not limited to verbal profanity, obscene gestures, clothing, materials, or electronic content brought onto the premises or the online classroom by any student or guest deemed to be lewd, indecent or offensive as determined by school officials.
17. **Parking:** All vehicles parked on campus must have parking permits. Students may only park in designated student areas. Students are prohibited from parking on curbs or in designated faculty spaces, staff spaces, or spaces for people with disabilities.
18. **School Sponsored Housing:** Any violation of the student housing license agreement and/or the rules and regulations of the school-sponsored housing program shall also constitute a violation of the Code of Conduct.
19. **Smoking:** Smoking in classrooms, school buildings or any area not specifically designated as a smoking area is prohibited.
20. **Solicitation:** Solicitation is defined as any activity designed to advertise, promote, or sell any product or commercial service or encourage support for, or membership in, any group, association or organization. Solicitation in University facilities is not permitted. Individuals and organizations may not solicit on campus. This includes students who operate direct sales or other business enterprises. Specifically, soliciting students to sign up for credit cards is not permitted.
21. **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 prohibited.
22. **Theft:** Without proper authorization no student shall take, attempt to take, or keep in his possession items of University property, or items belonging to students, staff, student groups, or visitors to the campus.
23. **Threats:** Students are prohibited from threatening any student, guest, or university employee, with physical harm, damage to property, or other dangerous or intimidating behaviors by any means of communication.

24. **Unauthorized Student Publications:** All student publications including those on paper, in an electronic format, or on a web page must be approved in advance and must follow the guidelines stated in this Student Handbook.
25. **Unauthorized Use of University Resources:** Use of University resources including library, computer and medical labs, and student facilities is limited to currently enrolled students.
26. **Vandalism:** Vandalism, damage or defacement of school property or the property of another student or University employee is prohibited.
27. **Visitors:** Unauthorized visitors may be asked to leave if their presence is disruptive to the orderly operation of the University. Students are responsible for any misconduct or vandalism of their guests while on South University property. In order to maintain a study environment and protect their safety, children are not allowed on the South University campus.
28. **Violation of Law:** Violation of federal, state or local laws and school rules and regulations on school property or at school sanctioned or school sponsored functions are in violation of the Code of Conduct.
29. **Weapons:** Possession or use of firearms, fireworks, ammunition, explosives, dangerous chemicals, or other weapons on school property or at school sponsored functions is prohibited.

Disciplinary Procedures

Procedures Regarding General Code of Conduct Violations

1. Alleged violations of the Code of Conduct or other student misconduct shall be referred to the Dean of Student Affairs within a reasonable period of time after the complaint is received, the Dean of Student Affairs or his/her delegate will notify the student of the complaint and the alleged violation of the student conduct policy. This notification may be in written form or through oral communication. The student will meet with the Dean of Student Affairs or his/her delegate to discuss the complaint and alleged violation. The Dean of Student Affairs or his/her delegate will render and communicate the decision to the student.
2. If a good faith effort has been made to contact the student to discuss the alleged violation and the student fails to appear for the meeting, the Dean of Students or his/her delegate may make a determination of violations of South University policies on the basis of the information available, and impose sanctions for such violations. This decision shall be communicated to the student.
3. The Dean of Student Affairs or his/her delegate's determination shall be made on the basis of whether it is more likely than not that the student violated a rule, regulation or policy of South University.

Procedures Regarding Student Dismissals

When the Administration proposes to dismiss/expel a student from South University, the following procedures should apply unless the student elects to forego them.

1. The charges against the student shall be presented to the student in written form, including the time, place and nature of the alleged offense(s). A time shall be set for a hearing not less than two and no more than fifteen calendar days after the student has been notified of the charges and his/her proposed dismissal from school. Maximum time limits for scheduling of hearings may be extended at the discretion of the Dean of Student Affairs or his/her delegate.
2. Hearings shall be conducted by the Dean of Student Affairs or his/her delegate (herein referred to as the "Hearing Officer") **according to the following guidelines:**
 - Hearings are typically conducted in private
 - Admission of any person to the hearing shall be at the discretion of the Dean of Student Affairs or his/her delegate
 - In hearings involving more than one student, the Hearing Officer, in her or her discretion, may permit the hearing concerning each student to be conducted separately
 - The complainant (Administrator) and the respondent (Student) may present witnesses at the hearing. Those witnesses may be questioned by the Hearing Officer

- Pertinent records, exhibits and written statements may be accepted as evidence for consideration by the Hearing Officer at his/her discretion
- All procedural questions are subject to the final decision of the Hearing Officer
- After the hearing, the Hearing Officer shall determine whether the student has violated the rules, regulations or policies that the student is charged with violating. The Hearing Officer will issue a written determination. If the Hearing Officer determines that a violation has occurred, the Hearing Officer's determination will also address whether dismissal from South University is an appropriate sanction for the offense(s)
- The Hearing Officer's determination shall be made on the basis of whether it is more likely than not that the student violated a rule, regulation or policy of South University
- The Hearing Officer shall provide the student with a copy of the determination, including information regarding the student's right of appeal to the University Conduct Committee.

Sanctions

If a student is found in violation of the Code of Conduct, South University may impose sanctions. The type of sanction imposed may vary depending upon the seriousness of the violation(s) and South University reserves the right to immediately impose the most severe sanction if circumstances merit.

Although not exhaustive, the following list represents the types of sanctions that may be imposed upon any student or student organization found to have violated the student conduct policy:

1. Warning: A notice in writing that a student has failed to meet some aspect of the school's standards and expectations.
2. Administrative Reprimand which may or may not be recorded in the student's permanent record.
3. Probation: Probation is used for repeated violations or a specific violation of a serious nature as a first course of action. The Dean of Student Affairs or his/her delegate defines the terms of probation.
4. Educational Sanctions: The student will be required to complete an educational service, work assignment, service to the university, attend counseling, or have restricted privileges.
5. Removal from Sponsored Housing: The student will be immediately dismissed from school-sponsored housing. The student will be required to vacate the premises according to the terms of the sanction.
6. Suspension: Separation of the student from the school for a pre-determined period of time. The student may be able to return to school once specified conditions for readmission are met. The student may not attend classes, visit university-sponsored housing, use school facilities, participate in or attend college activities, or be employed by the school during his/her suspension.
7. Expulsion: The student will be expelled from South University immediately. The student will not be permitted to continue his or her studies at the college and may not return to the college or to college-sponsored housing or activities at any time or for any reason.
8. Restitution: Compensation for loss, injury, or damage to property leased, owned or controlled by the university. This may take the form of appropriate services and/or monetary or material replacement.

In all cases, if the student is not satisfied with the decision, he or she may appeal the judgment by requesting a hearing before the University Conduct Committee. The student must obey the terms of the initial decision pending the outcome of the appeal i.e. a student who has been suspended or expelled from school may not be on school property.

The request must be made in writing to the Dean of Student Affairs within five working days of notification of the above decision and must include the student's reasons for the appeal. The request must include specific reasons why the student feels the disciplinary process, the finding, and/or the sanction should be reviewed by a committee. If no request for appeal is made, the decision is final. Requests for a hearing will result in the University Conduct Committee being contacted to arrange a hearing not less than two or more than fifteen calendar days after notice of

the original decision has been given to the student. The maximum time limit for scheduling a hearing may be extended at the discretion of the Dean of Student Affairs if the decision is rendered during a university break between terms when most faculty and students are off campus.

The University Conduct Committee will hold a hearing on the appeal and make a recommendation regarding disposition of the appeal. This committee will be comprised of staff and faculty members not involved in making the initial disciplinary decision. Committee members are chosen at the sole discretion of South University and will be comprised of one Department Chair or coordinator, one faculty member, and one student. South University reserves the right to exclude a student member from the Conduct Committee when circumstances merit. The Dean of Student Affairs or his/her delegate will coordinate and provide logistical support to the hearing. The student making the appeal and the person bringing the charges will be provided an opportunity to address the committee in person. The student may be accompanied by one person (family member, friend, etc.) as an observer. The student may not be accompanied by an attorney. The committee may prohibit from attending or remove any person who disrupts the proceedings of the committee. The committee shall determine all matters relating to the conduct of the hearing including, for example, relevancy of evidence, duration of the hearing or any part thereof, procedures, the weight to be given any evidence.

The committee will report back to the Assistant Vice Chancellor for Student Services or his/her delegate with its recommendation following its review of the appeal. The Assistant Vice Chancellor for Student Services or his/her delegate will render a written decision on the appeal within thirty calendar days from receipt of the appeal and communicate this promptly to the student. The Assistant Vice Chancellor for Student Services's decision shall be final. International students subject to any level of sanctions must meet with the International Student Advisor to ensure student visa status requirements are met.

Interim Suspension or Immediate Expulsion

South University may immediately remove, suspend, or expel a student from school without applying or exhausting these procedures when, in South University's sole judgment, the student poses a threat of harm to himself, to others, or to property of South University or a member of South University. After the expulsion or during the interim suspension, students shall be denied access to the school including classes, labs, library, clinical assignments, and school sponsored housing and rotations and/or all other school activities or privileges for which the student might otherwise be eligible.

Violations of Law

If a student is charged with a violation of federal, state or local laws or regulations occurring away from the school, disciplinary action may be instituted and sanctions imposed against the student when the school has a reasonable belief that the health, safety or welfare of South University community is threatened. Disciplinary procedures may be instituted against a student charged with violation of a law that is also a violation of the student conduct policy. Proceedings under this policy may be carried out prior to, simultaneously with, or following civil or criminal proceedings off campus. South University will cooperate fully with law enforcement and other agencies in the enforcement of criminal laws on school property.

Search of Student's Property

South University reserves the right to search the contents of students' personal property or belongings when there is reasonable suspicion on the part of South University faculty or staff that a serious risk to the health, safety and welfare of students, and/or the University community exists. This includes but is not limited to vehicles brought onto property leased, owned or controlled by the school, backpacks, portfolios and clothing. This policy also applies to student property in school-sponsored housing.

Anti-Hazing Policy

Hazing involving South University students or student groups is strictly prohibited. Hazing is defined as any action or situation that recklessly or intentionally endangers the mental or physical health or safety of a student for the purpose of initiation or admission into or affiliation with any club or organization operating under the sanction of an institution of higher education.

For purposes of this definition, any activity as described in this definition that the initiation or admission into or affiliation with a club or organization is directly or indirectly conditioned shall be presumed to be “forced” activity, the willingness of an individual to participate in such activity notwithstanding. This policy is applicable to all students and members of a student club or organization at South University. Every student and member of a student club or organization is responsible for complying with this policy.

Individuals and/or student clubs that force, require, and/or endorse violations will be held directly responsible through the University’s student conduct process and if appropriate, through local authorities, which may pursue criminal action. Students who wish to make a complaint under this policy should contact the Dean of Student Affairs at the location the student attends. The negligence or consent of a student or any assumption of risk by the student is not a defense to an action brought pursuant to this policy. Student club activities or programs must not interfere with the rights and activities of others and should always reflect the best interests of the members of the organization it represents and the college community as a whole. In all cases of alleged violations of this policy, faculty and staff advisors and the national/international headquarters, if applicable, of any organization will be notified.

Firearms Policy

It is the responsibility of all employees, students, alumni and all others to adhere to the provisions set forth in this policy and to report any known violations of this policy to Human Resources or a member of management.

It is the responsibility of management and Human Resources to enforce compliance with this policy and to take corrective action when necessary.

Conditions/Guidelines:

1. This Policy applies to anyone on South University premises, unless otherwise prohibited by law.
2. Firearms, including concealed weapons, are not permitted on South University premises and/or at South University events, except that **sworn members of a law enforcement agency acting in performance of their duties and/or employees of a licensed armored car service providing contracted services to South University or to South University’s vendors and contractors (where approved by South University) may carry weapons.**
3. Firearms are not permitted in any vehicle while the vehicle is parked on South University property, whether said property is owned or leased by South University or provided to South University for its use, except where otherwise required by law.
4. Any employee or student who becomes aware of a violation of this policy should immediately notify Human Resources, Dean of Academic Affairs and Retention, Dean of Student Affairs, or a member of management or a member of school staff.

Violation of this policy is considered a serious offense that endangers the safety of anyone on South University premises. Any person violating this policy may be required to leave South University premises. Employees violating this policy are subject to discipline, up to and including termination. Students violating this policy are subject to suspension or dismissal from school.

Food and Drink

South University strives to create a welcoming environment and provide a clean and well-maintained campus for the benefit of its students, faculty and staff.

What you can do to help create an environment to be proud of:

- Dispose of your food trash in the trash cans outside or in the student lounge.
- Report spills to custodial staff or administrative personnel as soon as possible.
- Encourage fellow students and employees to take pride in their environment.

Students or employees that have specific health considerations should consult the Dean of Student Affairs for information.

Non-Discrimination Policy

South University does not discriminate or harass on the basis of race, color, national origin, sex, gender, sexual orientation, gender identity or expression, disability, age, religion, veteran's status, genetic marker, or any other characteristic protected by state, local or federal law, in our programs and activities. South University provides reasonable accommodations to qualified individuals with disabilities. South University will not retaliate against persons bringing forward allegations of harassment or discrimination. The campus Dean of Student Affairs has been designated to handle inquiries and coordinate the campus' compliance efforts regarding the Non-Discrimination policy. The contact information for each location can be found in the South University Academic Catalog, [Appendix: Contact Information for all Policy Related Questions and Concerns](#) section.

No Harassment Policy

South University is committed to providing workplaces and learning environments that are free from harassment on the basis of any protected classification including, but not limited to race, sex, gender, color, religion, sexual orientation, age, national origin, disability, medical condition, marital status, veteran status, genetic marker or on any other basis protected by law. Such conduct is unprofessional, unproductive, illegal, and generally considered bad for business.

Consequently, all conduct of this nature is expressly prohibited, regardless of whether it violates any law. (Please note that sexual harassment is more thoroughly addressed in the [Sexual Misconduct & Relationship Violence Policy](#).)

Grievances, Complaints, and Disputes

General Complaint Procedures

If you have a complaint or problem you are encouraged to follow the General Complaint Procedure as outlined in the South University Academic Catalog. Here you will find all of the steps to follow when addressing a complaint.

Student Grievance Procedure for Internal Complaints of Discrimination and Harassment

Students who believe they have been subjected to discrimination or harassment (other than sexual harassment) in violation of the Non-Discrimination Policy should follow the procedure outlined in the South University Academic Catalog, [Student Affairs](#) section. This complaint procedure is intended to provide a fair, prompt and reliable determination about whether the campus Non-Discrimination Policy has been violated.

Sexual Misconduct & Relationship Violence Policy; Procedures for Handling Sexual Misconduct and Relationship Violence Complaints

South University values civility, dignity, diversity, education, honesty, and safety and is firmly committed to maintaining a campus environment free from all forms of sex discrimination, sexual harassment, and sexual assault. Sexual Misconduct and Relationship Violence, defined specifically in the South University Academic Catalog, are inconsistent with these values, violate institutional policy, and will not be tolerated at South University and are expressly prohibited. Similarly, retaliation for having brought forward a concern or allegation or for participating in an investigation of a report of Sexual Misconduct or Relationship Violence is also expressly prohibited and is grounds for disciplinary action.

Students who believe they have been subjected to sexual harassment should follow the reporting process in the Sexual Misconduct & Relationship Violence Policy listed in the South University Academic Catalog, [Student Affairs](#) section.

Title IX Coordinator & Deputy Coordinators

The Title IX Coordinator for South University is: Alisa Krouse, Vice Chancellor for Student Success and Administration. The Title IX Coordinator is responsible for, among other things, coordinating the campus's efforts to comply with and carry out the campus's responsibilities under Title IX of the Education Amendments of 1972, including compliance with this policy. The Title IX Coordinator will help to coordinate any investigations under this Policy.

In addition, the University has other individuals who serve as Deputy Title IX Coordinators to help oversee investigations and determination proceedings under this Policy.

Health and Safety

Campus Security

South University publishes an annual security report that contains information concerning policies and programs relating to campus security, crimes and emergencies, the prevention of crimes and sexual offenses, drug and alcohol use, campus law enforcement and access to campus facilities. The annual security report also includes statistics concerning the occurrence of specified types of crimes on campus, at certain off-campus locations, and on the public property surrounding the campus. The annual security report is published each year by October 1st and contains statistics for the three most recent calendar years. The annual security report is provided to all current students and employees. A copy of the most recent annual security report may be obtained from the Dean of Student Affairs during regular business hours. Copies of the Crime Report are available on the South University [website in the Student Consumer Information section](#).

In addition to the annual security report, South University maintains a crime log recording all reported crimes. The crime log is available for public inspection during regular business hours by request in the Department of Student Affairs. South University will report to the campus community concerning the occurrence of any crime includable in the annual security report that is reported to campus security or local police and that is considered to be a threat to students or employees.

South University reminds all students that they are ultimately responsible for their own actions regarding their safety and welfare.

Drug free schools and communities information as well as South University graduation rate information is also available at this site. A paper copy of this report may be obtained from the Dean of Student Affairs.

You can find the report by clicking on the Campus below.

Campus
South University, Atlanta
South University, Austin
South University, Columbia
South University, High Point
South University, Montgomery
South University, Online Programs
South University, Orlando
South University, Richmond
South University, Savannah
South University, Tampa
South University, Virginia Beach
South University, West Palm Beach

Campus Safety

South University provides students and staff with a well-maintained campus. Access to buildings is limited and unauthorized persons will be asked to leave.

Any occurrence of criminal activity should be reported to the Dean of Student Affairs, the security officer or the front desk immediately. The Dean of Student Affairs will complete a South University Incident Report in such cases. The local Police Department will also be notified in order for a uniformed police officer to respond, make a preliminary investigation and write a police report.

All students and staff are asked to take reasonable precautions for their own safety as well as the safety of the other members of the campus community. To reduce the chance of potential problems, it is suggested that you take some basic precautions:

1. Do not leave purses, wallets, or book-bags unattended on campus.
2. Always lock your car. Do not leave valuable items visible in parked cars.
3. Walk in pairs on campus after dark.
4. Report suspicious behavior immediately to security or other campus official.

The South University community shares the responsibility for practicing good safety habits and abiding by the policies and procedures designed for campus security.

Emergency Notification

Students are strongly encouraged to subscribe to South University's electronic emergency notification system, known as **My Campus Alert**. In an emergency, **My Campus Alert** will enable authorized college officials to reach members of the campus community through mechanisms other than regular college email and telephones. The system can transmit short notifications by email to any outside email address, by text message to a cell phone, or by voice message to an off-campus telephone. The information in the emergency notification system will be used primarily to contact you in case of emergency, an evacuation due to a natural disaster, or some other urgent situation that requires rapid, wide-scale notification of your campus community. Students may set up their accounts by following instructions provided via the welcome e-mail from *Rave Mobility*.

Fire Evacuation

Fire extinguishers are located throughout the campus and can be used for small fires. In case of a major fire, all individuals should remain calm and leave the building through the closest door or emergency exit available. Evacuations should be orderly with no running or unnecessary talking. Maps and signs of emergency exits are posted in each classroom.

Inclement Weather Policy

In the event of severe weather conditions, students will be notified of the cancellation or delay of classes via the South University My Campus Alert System. Whenever possible, notification of cancelled or delayed courses will occur at least three (3) hours prior to the course start time. Cancelled courses may require make-up course meeting times, or additional assignments. Faculty will notify students at the next regularly scheduled class meeting how the missed class time will be made up, if warranted.

The complete policy is located in the South University Academic Catalog, [Student Affairs](#) section.

Weather Announcements

In the event of inclement weather, all students and personnel should assume that classes will be held unless notified by *My Campus Alert*, radio or television announcements. South University will use all major media stations in the area when making announcements.

Health Insurance and Medical Referrals

Students are encouraged to maintain health insurance and coverage for their well-being. The University recommends international students obtain health insurance. Additionally, certain academic programs in the School of Health Professions require students to maintain health insurance. If a specific program has health insurance requirements, it will be outlined in the College or Program's Admissions policies located in the South University Academic Catalog, [Admissions](#) section.

Information concerning medical and dental providers as well as emergency resources is available from the Dean of Student Affairs. In the event of a medical emergency, the emergency medical service will be contacted by calling 911. Students are, however, responsible for any resulting expenses. Students should review their personal and family insurance policies to determine whether adequate coverage exists.

Immunization Policy

The South University shall recognize all state and federal vaccination and immunization requirements and are responsible for ensuring compliance with applicable requirements. The South University Academic Catalog, [Student Affairs](#) section has more information on state and federal vaccine requirements.

Drug and Alcohol Prevention Program and the Drug-Free Workplace and Campus Program

In keeping with section 120(a) through (d) of The Higher Education Act of 1965, as amended, including the Drug-Free Schools and Communities Amendments of 1989 (Public Law 101-226), a "Drug Free Schools and Campuses" publication, the 'Drug and Alcohol Prevention Program and the Drug-Free Workplace and Campus Program', is provided to all students and employees annually.

Pursuant to federal and state drug laws, employees and students are prohibited from the unlawful manufacture, distribution, possession, sale or use of illicit/illegal drugs. The college also enforces state laws regarding underage drinking. This prohibition applies while on the property of the college or when participating in any institutional activity. Students or employees who violate this policy will be subject to disciplinary action up to, and including, expulsion from the college or termination of employment.

For more information please click on the link below to view the Drug and Alcohol Prevention Program and the Drug-Free Workplace and Campus Program.

Campus
South University, Atlanta
South University, Austin
South University, Columbia
South University, High Point
South University, Montgomery
South University, Orlando
South University, Richmond
South University, Savannah
South University, Tampa
South University, Virginia Beach
South University, West Palm Beach

Procedures Following Suicide Threats and Attempts

South University is committed to the well-being and safety of its students. The University expects and encourages students to maintain a reasonable concern for their own self-welfare and in turn, the welfare of the school community. In the event that the University has reasonable cause to believe that a student attempted, will attempt, or has engaged in efforts to prepare to commit suicide, the University may require the student to suspend their studies at the University until the student can demonstrate that they have sought help or assistance from others including mental health professionals, support groups or any other resource that offer support around suicidality.

Students with psychological impairments that affect the student's ability to function in the school community (academically, socially or otherwise) may opt for a medical withdrawal or a medical leave of absence. The University, at its discretion, may set restrictions and/or conditions for the student to return to the University including receiving outside counseling.

The University does not provide the long-term psychological treatment that is necessary for students experiencing suicidal distress. Because of the serious nature of attempted suicide and/or suicidal ideation, the student's parents or other support person(s) may be contacted by the school and informed of the student's condition. The Family Educational Rights and Privacy Act (FERPA) permits school officials to contact parents without the student's consent, "if knowledge of the information is necessary to protect the health and safety of the student or other individuals." If circumstances indicate further harm may come to a student by contacting family members, other options may apply.

Student Life

Activities and Clubs

Participation in student activities provides students with an opportunity to apply knowledge and enhance skills. Clubs that focus on academic major/career interests and academic achievement are encouraged by South University. Students interested in forming new clubs or organizations are encouraged to meet with the Dean of Student Affairs or for online students the Academic Success Center Manager, to discuss the group's goals and plans and receive assistance in club formation. All student clubs must have a faculty or staff advisor and must be approved by the Dean of Student Affairs for online students the Academic Success Center Supervisor. All student activities and fund-raising activities require the approval of the Dean of Student Affairs for online students the Academic Success Center Supervisor. South University reserves the right to deny any application for the formation

of a student club when it determines in its sole discretion that the student club does not serve the best interests of the students and/or South University. Students who are interested in getting involved with the planning of student activities should contact the Dean of Student Affairs for online students the Academic Success Center Manager.

Student Lounges

Campus-based locations have student lounges available. Students are encouraged to utilize the student lounge . Vending machines with snacks and drinks are available. Microwaves are available for student use as well.

Communication

Bulletin Boards

Students are encouraged to check the University bulletin boards for notices and important information. Students who wish to post information such as items for sale, roommates needed, etc. should submit their notices to the Dean of Student Affairs. Notices must be approved by the Dean of Student Affairs All postings will be removed after 30 days. Students wishing to re-post their flier may submit it for approval.

Publications

All student publications proposals must be submitted to the Dean of Student Affairs for approval prior to the publication being published, posted, or circulated in any manner. The proposal should include the following information:

- Purpose of the publication
- Name of the publication and the sponsoring organization
- Means of distribution of the publication
- Frequency of distribution of the publication
- Contact information for the student to contact regarding the publication
- Faculty sponsor responsible for reviewing each issue of the publication
- South University reserves the right to deny any proposal for publication when it determines in its sole discretion that the publication does not serve the best interests of the students and/or South University.

The Dean of Student Affairs will review the proposal and notify the appropriate contact person regarding the approval or disapproval of the proposed student publication.

Online Campus Common

The Campus Common is the online student community. It is a single place where online students can find resources to aid their studies and access to news and information.

Online students can access The Campus Common by logging into the student portal. From there, students can choose from several of the tools and resources The Campus Common has to offer.

Parking

Parking is available at all campus-based locations. Vehicles are prohibited from being parked on curbs or in designated faculty spaces, or spaces for those with disabilities. Vehicles that are illegally parked may be ticketed. Continued failure to comply with parking policies will result in the vehicle being towed at the owner's expense; non-compliance with University policies is also a Code of Conduct violation. Students park at their own risk and liability.

Resources and Services

Career Services

Students may access South Edge through Bright Space or the student portal. South Edge is an on line career preparation platform with tools such as a resume builder, interview simulator, ePortfolio and access to professional development training 24 hours/day, 7 days/week.

Students should seek out the assistance of the Director of Career Services or Career Services Advisors during the final year of school. Information is available regarding resume writing and job search strategies and techniques. The Career Services Office provides individualized job search assistance with pursuing full-time employment.

Career workshops as well as theme weeks based on academic majors are held throughout the school year to aid students in their professional development. All programs are open to any student at no additional charge. South University does not guarantee graduate employment or a specific level of compensation following graduation.

Online students may contact Career Services at 855-855-5072 or sucareerreadiness@southuniversity.edu

Graduation/Completion Rates

Information on graduation/completion rates for first-time, full-time students is available through the Admissions Office or on the school's Consumer Information section of their website. These rates are calculated according to guidelines in the "Student-Right-to- Know" Act and available on the [South University website](#).

Computer and Technology Services

South University students have access to Technical Support by calling: **1(866) 848-5515** to receive personalized assistance from a live tech support representative, *Monday through Saturday, from 8am to 10pm ET*.

This support is available for the following:

- *My Campus* Student Portal username or password problems and navigation
- *Digital Bookshelf* and other digital resources setup and navigation (for online courses only)
- Office 365 access
- Online classrooms (Bright Space) or electronic file upload assistance
- Hardware requirements, software requirements, and computer configuration
- Operating system and browser issues

Students experiencing trouble with campus computers, printers, or the wireless network, submit a ticket through the [SUITS \(South University Information Technology Services\) system](#).

Books

Students are responsible for reading the Digital Bookshelf and eBook User's Manual publication which describes the media, access to the materials and your rights and responsibilities related to Digital Bookshelf.

Computer Labs

South University is proud to offer wireless access on campus along with computer labs that are utilized to teach classes. The computer labs house Windows-compatible multimedia computers with Internet access and printing capability. The library also maintains a computer lab that is available during the hours that the library is open. Priority for computer use goes to academic classes and tutoring first, and then to South University students. See the [Code of Conduct](#) for guidelines on computer use.

Student Email Communication Policy

South University will provide all applicants and current students a southuniversity.stu.edu email account. This will be considered the student's primary email account while enrolled at South University; however, students may also add a secondary email account to their record. Students will also receive official college communications via web alert and text messaging. Students have the preference of opting out of text communication.

Student Portal

Students may access the [Student Portal](#). Portal accounts are available for all actively enrolled students, and students may directly access student resources, grades, financial aid information, student accounts, digital bookshelf, on line classroom, messages and alerts, Office 365, and academic information.

Students may log on to the [South University Mobile](#) site from any iOS or Android device to access the student portal, view assignments and grades, participate in discussions, and access key contacts among other features.

For more information on the features and how to navigate the site, [download](#) the Mobile site preview guide.

Counseling Services

Students seek counseling and mental health services for a variety of reasons through their academic journey. *Be Well at South* provides students with access to mental health resources at no additional charge, 24 hours per day/ 7 days per week.

With *Be Well at South*, all students have access to:

- 24/7/365 mental health services line for in-the-moment support from counselors and connections to resources, regardless the time of day or your location. **Call 833-434-1217 to reach the 24/7 support line.**
- **Telehealth** or **in-office face** to face counseling sessions with a local provider. These are available to you regardless of your location and no insurance is necessary.
- **The Wellness Hub**, which includes articles and videos on mental health and wellness topics, including: mental and emotional health, fitness and nutrition, academic performance, stress management, healthy relationships and more. To access the Wellness Hub, go to bewellatsouth.com or download the CampusWell app at campuswell.com/get-the-app

Students in need of support should contact *Be Well at South* at 833-434-1217.

Financial Aid

Financial aid is available to all qualifying students. Assistance may be in the form of federal and state grants, federal loans, and federal work-study. The primary application is the Free Application for Federal Student Aid (FAFSA). The FAFSA must be submitted annually. It may be accessed electronically at www.fafsa.ed.gov.

Please see the [Financial Information](#) section of the [South University Academic Catalog](#) for specific financial aid policies.

For detailed and complete information on all financial aid awards, processes, requirements, and deadlines, please refer to the school's current Financial Aid Guide, the Student Consumer information on the [South University website](#) or contact the Student Financial Services Office directly.

Library Services

Campus-based Library Services

Each South University campus has an on-site library available to the students and the hours will vary based on location. All students also are able to access the South University online library. Students that attend an Off-Campus Instructional Site in Atlanta, High Point, or Orlando are encouraged to use the Online library.

The South University Libraries provide scholarly resources and information services to support the curriculum and programs of the University, foster academic and professional research by the University community, and facilitate critical thinking and life-long learning by students.

South University libraries provide comfortable seating and study space for students, wireless capabilities for laptop network connectivity, and reference and interlibrary loan services. The open-stack book collection provides access to reference and circulating materials, program-specific resources to support class assignments, tutorial aides, and current events and recreational reading.

The combined campus libraries have more than 120,000 print book titles, 7600 AV titles, 150 print journal titles, and 27 newspapers in their collections. Access to additional journals, newspapers, e-books, and other materials is provided through over 100 electronic databases. Research Guides are a content management resource that provide program related content in an easy to use, all in one place format.

New students participate in a library orientation to help familiarize them with the facility's resources and procedures. Please take advantage of this session to update your research skills.

Valid student ID cards are required to check out materials. If a card is lost, the student should report the loss to the bookstore as soon as possible. Most materials may be checked out for a two-week period. Students will be fined for overdue reserves or audiovisuals and charged a replacement fee for all materials that are not returned. Reference materials, pamphlets, vertical files and periodicals are available for use in the library only. All items must be properly checked out at the circulation desk. Failure to comply is an infringement of library policy and the "Code of Conduct." Students will be held responsible for the loss or damage of materials while in their possession and are subject to the library rules and regulations as outlined in the [Library Policy and Procedure Manual](#).

Duplicating services, interlibrary loan and printing services are available in the library, as well as access to the Internet, Microsoft Office Suite, and individual reference services.

To access the Online Library, students can follow the link to the library from their academic class. Alternatively, students can access the Online Library from their Student Portal under "My Academics," by clicking on "Library Resources."

Military and Veterans Affairs

Military students are encouraged to ask about academic support, financial aid advising, disability services or career counseling that is made available on campus. Students in on-campus programs should contact the Financial Aid department for financial aid advising, their Academic Advisor for academic support, or the Dean of Student Affairs for disability services and career counseling. Students in online programs should request information from their Academic Counselor, Student Finance Counselor or Assistant Director of Admissions.

Veteran students need to be aware of the following veteran's administration policies that apply to anyone using veterans' educational benefits.

- Veterans must consult with the financial aid office prior to changing their program of study.
- The Veterans Administration will not pay for a course that the student withdraws from mitigating circumstances can be proven. Please see a financial aid representative before withdrawing from a class.
- The Veterans Administration will pay for a repeat course only if the student has received a failing grade in said course or if the program requires a higher grade than the one achieved and only if it is required for graduation.

Quick Reference Guide

If you have any questions on the following topics. Please reference the table below to determine where to get an answer.

Topic	Online Students	Campus-based Students
Academic Concerns	Contact your Academic Counselor	Contact your Academic Counselor or Dean of Academic Affairs and Retention
Academic Advising	Academic Counselor contact information is listed on the Campus Common Homepage	Contact your Academic Counselor or Dean of Academic Affairs and Retention
Appeal Procedure	Campus Common on the My Academics Tab review Handbooks and Catalog, or Contact your Academic Counselor	Contact your Academic Counselor or Dean of Academic Affairs and Retention
Attendance/Missing Classes	Policies and Guidelines area of the classroom or Contact your Academic Counselor	Contact your Academic Counselor
Adding a Class	Contact your Academic Counselor	Contact your Academic Counselor
Career Services	Campus Common on the Student Services tab review the Career Resources or Contact your Academic Counselor	Contact your Director of Career Services
Changing Programs	Contact your Academic Counselor	Contact your Academic Counselor
Class Participation/ Online	Policies and Guidelines area of the classroom or Contact your Academic Counselor	Contact your Academic Counselor or Dean of Academic Affairs and Retention
Clubs and Organizations	Campus Common on the Campus Life tab review Get Connected or Contact your Academic Counselor	Contact your Dean of Student Affairs
Computer Support	Campus Common on the Student Services tab review Technical Support	Call 866-848-5515 or log into the ticket system via the student portal or Inside South website
Disability Services	Campus Common on the Student Services tab Review Disability Services or contact Disability Services at _SUJODisabilityServices@southuniversity.edu	Contact your Dean of Student Affairs
Dropping a Class	Contact your Academic Counselor	Contact your Academic Counselor and Finance Counselor
Emergency Services	Campus Common on the Student Services tab review Counseling Center	Contact your Dean of Student Affairs or Campus Security
Fees and Expenses	Campus Common on the My Finances tab or Contact your Student Finance Counselor	Contact your Finance Counselor or Campus Common on the My Finances tab
Financial Aid	Student Finance Counselor contact information is listed on the Campus Common Homepage	Contact your Finance Counselor or Campus Common on the My Finances tab
Graduation Ceremony	Campus Common on the Campus Life tab review Commencement	Contact your Dean of Student Affairs
Graduation Requirements	Visit the Campus Common or Contact your Academic Counselor	Contact your Academic Counselor or Dean of Academic Affairs and Retention
Grievance Procedure	Visit the Campus Common or Contact your Academic Counselor	Contact your Dean of Student Affairs
Student ID	Visit the Campus Common on the Student Services tab Form Center	Contact your Dean of Student Affairs
Information about Resources and Services	Visit the Campus Common or Contact your Academic Counselor	Contact your Academic Counselor or Dean of Student Affairs
International Student Visa Status	N/A	Contact the school's Designated School Official
Job Search	Visit the Campus Common or Contact your Academic Counselor	Contact your Director of Career Services
Login ID and Password	Visit the Campus Common on the Student Services tab review Technical Support	Call 866-848-5515 or log into the ticket system via the student portal or Inside South website
Payments	Visit the Campus Common on the My Finances tab or Contact your Student Finance Counselor	Contact your Finance Counselor
Personal Concerns	Visit the Campus Common on the Student Services tab review Counseling Center	Contact your Dean of Student Affairs or Reach Counselor at 855-691-4941
Registration	Contact your Academic Counselor	Contact your Academic Counselor
Reporting Issues and Incidents	Visit the Campus Common on the My Academics Tab, review Student Handbooks and Catalog or Contact your Academic Counselor	Contact your Dean of Student Affairs or Campus Security

Topic	Online Students	Campus-based Students
Schedule Adjustment	Contact your Academic Counselor	Contact your Academic Counselor
Security Concerns	Contact your Academic Counselor	Contact your Dean of Student Affairs or Campus Security
Student Activities	Visit the Campus Common on the Campus Life tab	Contact your Dean of Student Affairs
Textbooks and Supplies	Visit the Campus Common on the My Academics Tab review Digital Bookshelf	Visit the Campus Common on the My Academics Tab review Digital Bookshelf
Transcripts	Visit the Campus Common on the My Academics Tab review My Grades	Visit the Campus Common on the My Academics Tab review My Grades
Trouble with a Class	Contact your Academic Counselor or Instructor	Contact your Academic Counselor or the course Instructor
Tutoring	Visit the Campus Common on the My Academics Tab review Tutoring Center or visit the Tutor tab in the classroom	Contact your Academic Success Center Coordinator
Verification of Enrollment	Visit the Campus Common on the Student Services tab review Form Center	Visit the Campus Common on the Student Services tab review Form Center
Veterans' Affairs	Contact your Academic Counselor	Contact your VA Certifying Officer or Academic Counselor
Withdrawal from the University	Contact your Academic Counselor	Contact your Academic Counselor
Work-Study Program	N/A	Contact your Director of Financial Aid