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Registration and General Regulations

Office of the University Registrar

The university registrar is the official custodian of academic records and the keeper of the university seal at Florida A&M University. The general functions of the university registrar is to assist in planning and executing academic policies and programs; provide for administration of policies and regulations pertaining to the academic status of students; provide for planning and executing orderly registration and graduation of students; develop the academic calendar, semester schedule of classes booklets and final examination schedules; be responsible for the maintenance and security of student records; provide counseling and certification to students and dependents of veterans receiving veteran benefits.

The specific responsibilities of the office are to collect and maintain academic information; conduct registration for regular degree-seeking students, special students (evening and weekend college), and continuing education students; process requests for veteran benefits; process the graduation of degree-seeking students; process change of grades and acceptance of transfer credits; prepare and distribute transcripts; maintain accurate academic, historical, biographical, and directory information; provide information and data for use and review by college deans, planning directors, vice presidents, the President, the Board of Regents staff, U.S. Department of Education, and other authorized personnel and agencies.

Residency Requirements for Tuition Purposes

For the purpose of assessing registration and tuition fees, a student shall be classified as a “resident or nonresident”. A “resident for tuition purposes” is a person who qualifies for the in-state tuition rate; a “nonresident for tuition purposes” is a person who does not qualify for the in-state tuition rate.

At Florida A&M University there are two offices responsible for the initial review of residency for tuition purposes under Florida Statute 240.1201 and Board of Regents’ Rule 6C-7.005. These offices are: 1) The Office of Admissions, and 2) The Office of the University Registrar. The first office determines residency for all first-time-on-campus students; the Office of the University Registrar is the only office to which students can apply for changes in residency once they are enrolled. First-time-on-campus students will be classified in accordance with the information on their applications, including the “Florida Resident Affidavit” on the last page of the application, providing no other information is available calling into question the information on the application.

To qualify as a Florida resident for tuition purposes in accordance with Rule 6C-7.005 of the Florida Administrative Code, students must:

- Be a United States citizen, resident alien, parolee, Cuban national, Vietnamese refugee, or other refugee or asylees so designated by the United States Immigration and Naturalization Service AND
- Have established a legal residence in this state and maintained that legal residence for 12 months prior to the first day of class in the term in which they are seeking Florida resident classification. **Students’ residence in Florida must be as a bona fide domiciliary rather than for the purpose of maintaining a mere temporary residence or abode incident to enrollment in an institution of higher education**, and should be demonstrated as indicated below (for dependent students as defined by Internal Revenue Service regulations, a parent or guardian must qualify)
- Submit the following documentation (in the case of a dependent student, the parent must submit documentation) two weeks prior to the first day of classes for the term for which resident status is sought (note: the various summer terms are considered one semester for the purpose of establishing residency):
1) Documentation establishing legal residence in Florida (this document must be dated at least one year prior to the first day of classes of the term for which resident status is sought). The following documents will be considered in determining legal residence:
   a) Declaration of Domicile.
   b) Proof of purchase of a home in Florida, which you occupy as your residence.
   c) Proof that the student has maintained residence in the state for the preceding year (e.g., rent receipts, employment records).

2) Documentation establishing bona fide domicile in Florida that is not temporary or merely incident to enrollment in a Florida institution of higher education. The following documents will be considered evidence of domicile even though no one of these criteria, if taken alone, will be considered as conclusive evidence of domicile:
   a) Declaration of Domicile
   b) Florida voter’s registration
   c) Florida vehicle registration
   d) Florida driver’s license.
   e) Proof of real property ownership in Florida (e.g., deed, tax receipts).
   f) A letter on company letterhead from an employer verifying permanent full-time or part-time employment in Florida for the 12 consecutive months before classes begin.
   g) Proof of membership in or affiliation with community or state organizations or significant connections to the state.
   h) Proof of continuous presence in Florida during periods when not enrolled as a student.
   i) Proof of former domicile in Florida and maintenance of significant connections while absent.
   j) Proof of reliance upon Florida sources of support.
   k) Proof of domicile in Florida of family.
   l) Proof of admission to a licensed practicing profession in Florida.
   m) Proof of acceptance of permanent employment in Florida.
   n) Proof of graduation from high school located in Florida.
   o) Any other factors peculiar to the individual which tend to establish the necessary intent to make Florida a permanent home and that the individual is a bona fide Florida resident, including the age and general circumstances of the individual.

3) No contrary evidence establishing residence elsewhere.

4) Documentation of dependent/independent status (copy of Internal Revenue Service tax return). Note: Federal income tax returns filed by resident(s) of a state other than Florida disqualify such students for in-state tuition, unless said student’s parents are divorced, separated, or otherwise living apart and either parent is a legal resident of Florida,

   Or
   • Become a legal resident and be married to a person, who has been a legal resident of the State of Florida for the required 12-month period

   Or
   • Be a member of the Armed Forces on active duty stationed in Florida, or a spouse or dependent

   Or
   • Be a member of the full-time instructional or administrative staff of a state public school, community college, or university in Florida, or a spouse or dependent,

   Or
   • Be a dependent and have lived five years with an adult relative, who has established legal residence in Florida,
• Be a person who was enrolled as a Florida resident for tuition purposes at a Florida institution of higher education, but who abandoned Florida residency and then reenrolled in Florida within 12 months of the abandonment,
  Or
• Be a Latin American/Caribbean scholar,
  Or
• Be a United States citizen living on the Isthmus of Panama and have completed 12 consecutive months of college work at the Florida State University Panama Canal Branch, or a spouse or dependent,
  Or
• Be a graduate student of the Southern Regional Education Board's Academic Common Market attending Florida's state universities
  Or
• Under FAC 6A-10.044 (Reciprocity between SUS and Public Community Colleges), the universities are not required to re-evaluate the classification for students who transfer from another public in-state institution,
  Or
• Be a full-time employee of a state agency or political subdivision of the state when student fees are paid by the state agency or political subdivision for the purpose of job related law enforcement or corrections training,
  Or
• Be a qualified beneficiary under the Florida Pre-Paid Postsecondary Expense Program per Florida Statues 240.551 (7) (a), if not otherwise eligible,
  Or
• Be a McKnight Fellowship Recipient,
  And

Make a statement as to the length of residence in Florida and qualification under the above criteria. Students are encouraged to stop by the Registrar’s Office, Room 112, Foote-Hilyer Administration Center and pick up a copy of the residency reclassification procedures document. This document will explain the residency reclassification process, clarifies who is eligible for reclassification, states the documents required, and gives the time frame residency documents/packets will be received by the Registrar’s Office.

Additionally, students wishing to change from out-of-state residency for tuition purposes shall apply to the Admissions Office if they have not yet enrolled or to the University Registrar if they are already enrolled. If the request for reclassification and the necessary documentation are not received by the Registrar’s Office for the term in which the student intends to be reclassified, the student will not be reclassified for that term two (2) weeks prior to the first day of class.

Appeal from a determination denying “resident for tuition purposes” status to applicant, therefore, may be initiated after appropriate administrative remedies are exhausted by the filing of a petition for review pursuant to Florida Statutes.

**The Family Educational Rights and Privacy Act of 1974**

*(The Buckley Amendment)*

Provisions for reviewing and correcting student information as required under the Family Educational Rights and Privacy Act of 1974—the Buckley Amendment—have been available to FAMU students and parents for many years. Essentially, students have an opportunity to see official copies of personal and academic information that are collected and distributed by the office of the university registrar during each term of enrollment. Further, the student has the opportunity to correct personal and other data and to submit such changes to the university registrar.
Students may inspect and correct other records (health, disciplinary, etc.) by requesting such inspection in writing and allowing a reasonable period of time (up to 30 days) for the actual inspection to occur.

If the student is a minor, the parents or legal guardians may exercise the same rights. If the student is not a minor (18 years or age or older), Florida A&M University will not permit the parents or legal guardians to inspect the student’s records unless the student has stated in writing to the custodians of the records (usually the university registrar) that the records be released or opened for inspection.

Parents’ confidential statements are open to inspection only to the parents themselves. All educational institutions, public and private agencies, and individual citizens are put on notice that any confidential information pertaining to any student, former student, graduate, or prospective student is subject to the provisions of the Family Educational Rights and Privacy Act of 1974, with the exception that confidential information submitted to this institution prior to November 19, 1974, will be protected as agreed upon by the university.

Release of Student Information—Pursuant to requirements of the Family Educational Rights and Privacy Act, the following types of information are hereby designated as directory information and may be released via official media of Florida A&M University according to university policy: The student’s name, address, telephone number, date and place of birth, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, the most recent previous educational agency or institution attended by the student, and other similar information.

Students must inform the office of the university registrar in writing of their objection for the university to release “directory information” about them without specific prior consent. Notification to the university must be made prior to the first class day for any applicable term, and may result in the university not releasing any of this information to anyone except as provided by law. Such a decision may result in a student’s name not appearing in lists of honor students, candidates for graduation, athletic programs, news releases, and the like. Therefore, students are encouraged to give this matter careful consideration before making the decision. Once made, the decision will remain in effect until notification is received by the office of the university registrar, in writing, to the contrary.

Registration

FAMU registration policies and procedures, including final examination schedules, are published in the Schedule of Classes booklet, which is available in the office of the university registrar approximately four weeks prior to the beginning of a given term.

Registration—Dates are listed in the university calendar section of this catalog. Students are responsible for complying with all regulations governing registration, change-of-schedules (drop/add), tuition payment, and other requirements described either in this bulletin or advised by the administration otherwise. Every registrant must arrange a class schedule with a faculty adviser at the time and place designated.

Failure to register for a course or courses by the close of the formal registration period (the registration period prior to the first day of classes) will result in the assessment of a late registration fee of $100.00. No student will be permitted to register after “the last day to register,” as listed in the university calendar.

The payment of all expenses and fees is a part of registration. A student is not enrolled or registered until all necessary fees are paid and validated by the office of student accounts.

Non-Degree Registration—An individual interested in taking course(s) but not working toward a degree may register as a special non-degree seeking student, provided he or she has not been denied admission to the university.
The special student is required to follow the regular registration procedures and pay the same fees as other students. In addition, a one-page special student registration form must be completed and submitted prior to the established deadline. Special undergraduate students are limited to earning 30 credit hours, and special graduate students are limited to earning 12 credit hours.

It should be remembered that credits earned by non-degree students are not to be considered degree credits. In order to receive degree credits, the student must submit an application for admission and the required fee and qualify for admissions to a degree program.

To qualify, all special students registering for undergraduate courses must have graduated from a high school. Exceptions will be considered on an individual basis.

State Employee (Fee Waiver) Registration—in 1979, the Florida Legislature approved the proposal by which full-time state employees may take up to six credit hours per term on a tuition-free basis at any of the nine state universities. State employees are responsible for payment of fees assessed above six credit hours, including the student health fee.

The stipulation was made; however, that enrollment would be on a “space available” basis and does not include thesis, dissertation, applied music courses, internship, and courses requiring directed individual instruction. Certain courses require permission of the department for enrollment therein. Individuals who attempt to register in permission courses must go to the department offering the class and obtain a permission signature prior to going to the registration center. All courses for which the student wishes to register on a tuition-free basis must appear on the approved eligibility form.

State employees registering at Florida A&M University are governed by the same academic regulations, which apply to all other students and are required to follow the regular registration procedure. In addition, a one-page registration form must be completed and turned in before or at the time of registration.

Community College Dual Enrollment Registration—the student must obtain approval from the designated representatives of the institution. Community College students must have degree seeking status at the Community College and possess at least a 2.00 grade point average. Student will be expected to follow prescribed registration procedures in the Special Student Registration.

Leon County High School Students Dual Enrollment Registration—to receive dual enrollment credit, students must adhere to the rules and regulations of the Leon County School Board, the Board of Regents, and the Florida Legislature. The student must be currently enrolled in a secondary school operated by the Leon County School Board. The student must also possess a grade point average of 3.2 or better, certified by a high school counselor, and classified as a high school junior or senior. Students will be enrolled at no cost to either the student or to the district. Appropriate tuition fees for dual enrollment student shall be waived by the University. To remain eligible, the student must obtain a 2.0 grade point average in university course work. Students in Leon County public high schools interested in dual enrollment course work should consult their guidance counselor for further information.

FAMU-FSU Cooperative Program

Florida A&M University and Florida State University are participants in a cooperative program, which permits students enrolled at either institution to take a limited load at the other institution as follows:

I. Permission is to be given by the academic adviser and dean of the student’s home university and by the chairperson of the department in which the course is to be taken at the host university.
II. No more than half of the credit hours taken by a student during a given term may be taken at FSU.
III. Whenever possible within the policy of FAMU, courses taken at FSU may be graded on an S-U basis.
IV. Courses taken at FSU should be those not offered at FAMU.
V. Student credit hours generated by students taking courses at FSU are treated the same as credits taken at FAMU.

VI. Because all fees are paid at FAMU, students will not be required to pay additional registration fees for courses taken at FSU.

Students should pick up an application for the FAMU/FSU COOP from the Registration Office, Suite 111 FHAC and have it approved by your department chair, dean and follow all required instructions.

Stop by the FAMU HEALTH CENTER and request a copy of your Immunization records (show proof of your immunization records to THAGARD HEALTH CENTER AT FSU). Bring the health clearance from FSU to regular registration in the Grand Ballroom.

Secure an approval on your FAMU/FSU COOP registration form or an add/drop slip from the FSU department for the course you are planning to register for.

Requirements and Procedures

Registration Holds — a student’s registration is placed on hold based on a variety of financial and administrative reasons. Students are notified of registration holds prior to each registration period and are required to clear all holds before being allowed to register. Please see the Schedule of Classes booklet for a detailed description of all hold codes.

Auditing Course(s) — a student may register to audit a course(s) on a space available basis. Admission to Florida A&M University is not required, and no credit will be given for audited courses. To audit a course the student must (1) fill out a class schedule request form and enter an “A” in the “AUD” column of the form and (2) obtain the approval of the instructor of the course. The instructor must sign in the permission signature column opposite the course. The student must register and pay the appropriate fee for the course(s). Registration for audit may not be changed from audit to credit, or vice versa, after the end of the drop/add period.

Cancellation of Registration—the university registrar shall cancel the registration of a student whose registration fees have not been paid in full by the deadline as indicated in the university calendar. Students whose registration is canceled may apply for reinstatement but must do so not later than the fourth week of classes. A student whose registration is canceled is not entitled to a refund beyond the circumstances covered under the refund policy. Cancellation, however, does not include students who have received approved deferred payment status, financial aid, (i.e., scholarships, veterans 60 day deferments, third party billing, etc.) to the office of student accounts. Students whose registration is cancelled are not liable for registration fees for the applicable term.

(Add/Drop)—Changes in class schedules may be made only with consent of the advisor and the dean of the college or school in which the student is registered. No changes in class schedules may be made after the date stipulated in the calendar for making changes. The time limit for adding or dropping a course expires one week after the opening of the term. No student will receive credit for any course or courses for which the student is not properly registered.

Major Changes—Students may transfer from one department to another or from one school to another with the written approval of the department chairs and deans concerned and notification to the university registrar.

The student must then complete a change of Major Form and meet with an advisor in the department of his/her intended major. If accepted by the new College/School, the new Dean must complete the Change of Major form. This form must then be sent to the Registrar’s Office to complete the process. If the student has not accepted into the new department, by the registration time, the student must still seek advisement from this current faculty advisor.
Double Major—Students are permitted to declare double majors by obtaining a memorandum from the second major department signed by the department chair indicating that the student has been accepted in the program. Students must satisfy requirement for graduation in each major in order to receive degrees in both majors. See requirement for double major elsewhere in this publication.

Curriculum Changes—In response to changes in education and in order to keep in line with occasional changes in certification requirements, the curriculum of one or several divisions or departments may change; such changes may extend the normal time of course requirements for a degree. A student who has been in regular attendance and has taken and passed the prescribed program of work each term may expect to obtain a degree normally in eight semesters. Any other student may be required to spend longer periods of time and must meet any added requirements introduced in the curriculum; including required grade point average required total number of credit hours, etc.

The curriculum in the catalog of the year in which the student enters the university or a Florida community college is the one under which he or she normally should follow to obtain the degree if there has been no break in enrollment. Students are encouraged to consult their academic chair/advisor for more information.

Major and Minor Fields of Study—every student fulfilling the requirements for a degree from the university is required to earn a “major.” The major must meet the approval of the department in which it is earned. Students seeking double majors must meet the requirements of both departments. Courses to be counted for the minor must be approved by the division chairperson and the dean of the school.

Academic Load—some colleges/schools have a maximum or minimum load which is stated in the respective curriculum sections of this catalog. The normal load for a student is 15-18 credit hours.

Academic Status—For the Fall and Spring Terms, undergraduate students are considered full-time if they are enrolled for 12 hours or more. For the fall and Spring Terms, graduate students are considered full-time if they are enrolled for 9 hours or more. During the Summer Term, undergraduate students are considered full-time if enrolled for 9 hours or more; graduate students are considered full-time if enrolled for 6 hours or more.

All students who are recipients of financial aid are required to maintain full-time loads as indicated above. The minimum load for full-time benefits from the Veterans Administration is 12 credit hours.

Academic Progress Policy—Undergraduate

A cumulative grade point average of 2.0 is required for graduation. Thus, it is desirable that each student earns a 2.0 term average during each period of enrollment at the university. A student who maintains a cumulative average of 2.0 or better will not be subject to academic suspension. However, in any term in which the student’s cumulative average drops below 2.0, some appropriate action is taken, i.e. warning, probation, suspension, or dismissal. Minimum standards for academic progress are as follows:

Lower Level Students
A. (0-29 hours attempted) A freshman student whose cumulative average is less than 2.0 will be permitted to remain at the university under continuous counseling and academic advisement. The student will receive a warning each period of enrollment that his or her term average falls below 2.0. If the cumulative average is below 2.0 after 29 hours attempted, the student will be placed on academic probation and must earn a minimum of a 2.0 term average during the next period of enrollment. Failure to do so will result in academic suspension from the university.

B. (30-59 hours attempted) A sophomore student must maintain a 2.0 term average, but no action will be taken as long as the cumulative average is 2.0 or above. Otherwise, a student who fails to earn a 2.0 term average will be placed on probation the first time and suspended any term thereafter that a 2.0 term average is not earned.
Upper Level Students (60 hours and above attempted)

At the end of 59 hours attempted, a student must have a 2.0 cumulative average and maintain it each term. A student whose cumulative average is less than 2.0, but who earns at least a 2.0 term average, will be allowed to remain in school but placed on probation. Failure to earn a term average of at least 2.0, with the cumulative average being below 2.0, will result in probation or suspension.

Academic Probation, Suspension, and Dismissal

The first time a student fails to meet the minimum standards of progress, he or she will be placed on academic probation. All subsequent failures to meet minimum standards of progress will result in academic suspension of at least one (1) semester. A student will only be permitted to return to the university following 2 academic suspensions. The third academic suspension is a permanent suspension or dismissal.

Procedures for Petitioning for Readmission

A student who has been permanently suspended (dismissed) from the university for academic reasons must remain out for two (2) terms and may petition the office of admissions for readmission during the second term of his or her suspension. Any petition for readmission must be filed at least (6) weeks prior to the beginning of the term in which the student wishes to re-enroll.

The student’s readmission petition file will be made up by the office of admissions and must contain:
1. A letter of petition for readmission from the student
2. Letters of recommendation for readmission from:
   a. The student’s academic adviser
   b. The student’s division head
   c. The student’s dean
   d. Any other letter(s) of support the student wishes to submit.
   The student must request that these individuals send letters on his or her behalf to the Director of Admissions, Room G-9, Foote Hilyer Administration Building, Florida A&M University.
3. A copy of the student’s academic record obtained from the university registrar.
   The student’s readmission petition file will be forwarded to the university Admissions Committee for review. This committee will recommend approval or disapproval to the Vice President for Academic Affairs. The decision made on the student’s readmission will be final.

Transfer of Credits

A student who has attended any regionally accredited college or university and has earned 12 or more semester hours is considered a transfer student when applying to enter Florida A&M University. Transfer students admitted to FAMU are required to have official copies of their transcripts from previous institutions on file in the Admissions Office prior to evaluation. Note: Other than awarding credit through mechanisms such as nationally recognized credit by exams such as CLEP and departmental exams referenced in Comprehensive Standard 3.4.4 and the award of credit for attainment of National Board Teacher Certification, the University does not award academic credit for course work taken on a noncredit basis. Credits are transferred based on the following:

1. The institution from which the student wishes to transfer is regionally accredited.
2. The overall grade point average is 2.00 or better on the transfer transcript.
3. The grades of individual courses to be transferred are “C” or better, or “S” or “P”.
   Transfer students academic records will be evaluated prior to the student’s arrival on the University Campus, if admitted prior to three weeks of the term beginning.

I. Transient Students: Florida A&M University students who are permitted to attend other institutions for a term should obtain a transient form from their academic area and secure appropriate signatures prior to leaving FAMU. Students, who attend other institutions without permission from their academic area, may not have their credits accepted. Transient forms are approved based on the following:
1. The institution the student wishes to attend is regionally accredited
2. Student is in good standing at FAMU (G.P.A. 2.00 or better; not administratively suspended)
3. Transient application is turned in prior to term for which the student is applying

II. **Correspondence Courses:** Correspondence course work may be accepted if the credits appear on the transcript of a regionally accredited institution and the earned grade is “C” or better. The State University System of Florida offers courses by correspondence through the division of Continuing Education of the University of Florida.

**NOTE:** Applicability of transferred credits toward a degree program will be determined by the individual school or college.

III. **Acceleration Programs:** Florida A&M University encourages students to take advantage of opportunities to reduce the usual length of time it takes to complete a degree program. These opportunities include the following:

1. **Dual Enrollment**
   This program allows high school students to earn college level credits in a college or university.

2. **Credit by Examination**
   Students who are enrolled or planning to enroll at FAMU may earn credit for certain introductory courses through the following credit by examination programs:
   - A. Advanced Placement Program (AP)
   - B. College Level Examination Program (CLEP)
   - C. International Baccalaureate Program (IB)
   - D. Department Examinations and Dean Waivers
   - E. Military Service School

A. **Advanced Placement Program (AP)**
   This examination is offered by the College Entrance Examination Board (CEEB) and allows high school students opportunities to earn college level credits. Students who earn scores of three or higher may receive college level credits for similar courses in FAMU. See the list below for the AP Exam required scores and similar courses.

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<th>Exam</th>
<th>Score</th>
<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>American Government</td>
<td>3 or better</td>
<td>American Federal Government</td>
<td>3</td>
</tr>
<tr>
<td>American History</td>
<td>3 or better</td>
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<td>Computer Science (AB)</td>
<td>3 or better</td>
<td>Intro Microcomputer Application</td>
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<td>3</td>
</tr>
<tr>
<td>English Lang. &amp; Comp.</td>
<td>3 or better</td>
<td>Fresh Comp 1101 &amp; 1102</td>
<td>6</td>
</tr>
<tr>
<td>English Lit. &amp; Comp.</td>
<td>3 or better</td>
<td>Fresh Comp 1101 &amp; 1102</td>
<td>6</td>
</tr>
<tr>
<td>European History</td>
<td>3 or better</td>
<td>European History</td>
<td>3</td>
</tr>
<tr>
<td>French Language</td>
<td>3 or better</td>
<td>Elem. French I&amp;II</td>
<td>8</td>
</tr>
<tr>
<td>French Literature</td>
<td>3 or better</td>
<td>Elem. French I&amp;II</td>
<td>6</td>
</tr>
<tr>
<td>German Language</td>
<td>3 or better</td>
<td>German Literature</td>
<td>8</td>
</tr>
<tr>
<td>Gov. &amp; Politics, US</td>
<td>3 or better</td>
<td>American National Government</td>
<td>3</td>
</tr>
<tr>
<td>Government &amp; Politics, Comp.</td>
<td>3 or better</td>
<td>Comparative Government</td>
<td>3</td>
</tr>
<tr>
<td>Course Title</td>
<td>Credits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------------</td>
<td>---------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Latin (Vergil)</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Latin (Literature)</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Micro-economic</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Macro-economic</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Music Theory</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physics B</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physics C-Mechanics</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spanish Language</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spanish Literature</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Statistics</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>English Com. w/essay</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Humanities</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mathematics</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Biology</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social Science &amp; History</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intro to Sociology &amp; US History</td>
<td>6</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Credits allowed are for introductory courses*

---

**B. College Level Examination Program (CLEP)**

College Level Examination Program is another credit by examination program offered by CEEB. Students may earn college level credits when they present appropriate scores on the general examination and the subject examination according to the standards established by the State University System in the Articulation Agreement (6A-10.024 (5))

**General Examinations**

Credits may be allowed on the basis of scaled scores. The following are the minimum scaled scores:

<table>
<thead>
<tr>
<th>Exam</th>
<th>Score</th>
<th>Course Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Com. w/essay</td>
<td>500</td>
<td>Fresh Comp 1101 &amp; 1102</td>
<td>6</td>
</tr>
<tr>
<td>Humanities</td>
<td>489</td>
<td>History Survey I &amp; II</td>
<td>6</td>
</tr>
<tr>
<td>Mathematics</td>
<td>497</td>
<td>College Algebra &amp; Alg/Trig</td>
<td>6</td>
</tr>
<tr>
<td>Biology</td>
<td>50</td>
<td>Biology</td>
<td>4</td>
</tr>
<tr>
<td>Physical</td>
<td>49</td>
<td>Physical Science &amp; PSC 1121</td>
<td>4</td>
</tr>
<tr>
<td>Social Science &amp; History</td>
<td>488</td>
<td>Intro to Sociology &amp; US History</td>
<td>6</td>
</tr>
</tbody>
</table>

**Natural Sciences**

**Credits may be awarded for subject examinations with the following minimum scores:**

<table>
<thead>
<tr>
<th>Subject Examination</th>
<th>Minimum Score</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afro-American History</td>
<td>50</td>
<td>3</td>
</tr>
<tr>
<td>American Government</td>
<td>50</td>
<td>6</td>
</tr>
<tr>
<td>American History I</td>
<td>49</td>
<td>3</td>
</tr>
<tr>
<td>American History II 1865-pres</td>
<td>49</td>
<td>3</td>
</tr>
<tr>
<td>American Literature</td>
<td>51</td>
<td>6</td>
</tr>
<tr>
<td>Clinical Chemistry</td>
<td>50</td>
<td>4</td>
</tr>
<tr>
<td>Calculus w/Elem Functions</td>
<td>49</td>
<td>4</td>
</tr>
<tr>
<td>College Algebra</td>
<td>48</td>
<td>3</td>
</tr>
<tr>
<td>College Algebra &amp; Trigonometry</td>
<td>50</td>
<td>3</td>
</tr>
<tr>
<td>Educational Psychology</td>
<td>49</td>
<td>3</td>
</tr>
<tr>
<td>English Literature</td>
<td>49</td>
<td>6</td>
</tr>
<tr>
<td>Freshman College</td>
<td>50</td>
<td>6</td>
</tr>
<tr>
<td>Composition (English)</td>
<td>50</td>
<td>6</td>
</tr>
<tr>
<td>French (2nd semester)</td>
<td>49</td>
<td>8</td>
</tr>
<tr>
<td>French (4th semester)</td>
<td>56</td>
<td>8</td>
</tr>
<tr>
<td>German (2nd semester)</td>
<td>52</td>
<td>8</td>
</tr>
<tr>
<td>German (4th semester)</td>
<td>55</td>
<td>8</td>
</tr>
<tr>
<td>General Biology</td>
<td>49</td>
<td>4</td>
</tr>
<tr>
<td>General Chemistry</td>
<td>50</td>
<td>4</td>
</tr>
<tr>
<td>General Psychology</td>
<td>50</td>
<td>3</td>
</tr>
<tr>
<td>Human Growth &amp; Development</td>
<td>51</td>
<td>3</td>
</tr>
<tr>
<td>Subject Examination</td>
<td>Minimum Score</td>
<td>Credits</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>---------------</td>
<td>---------</td>
</tr>
<tr>
<td>Info. Systems &amp; Comp Application</td>
<td>49</td>
<td>3</td>
</tr>
<tr>
<td>Principles of Management</td>
<td>49</td>
<td>3</td>
</tr>
<tr>
<td>Intro to Accounting</td>
<td>50</td>
<td>3</td>
</tr>
<tr>
<td>Intro to Business Law</td>
<td>51</td>
<td>6</td>
</tr>
<tr>
<td>Intro to Economics</td>
<td>48</td>
<td>6</td>
</tr>
<tr>
<td>Intro to Macro Economics</td>
<td>50</td>
<td>3</td>
</tr>
<tr>
<td>Intro to Micro Economics</td>
<td>50</td>
<td>3</td>
</tr>
<tr>
<td>Micro Economics</td>
<td>49</td>
<td>3</td>
</tr>
<tr>
<td>Principles of Marketing</td>
<td>50</td>
<td>3</td>
</tr>
<tr>
<td>Intro to Sociology</td>
<td>50</td>
<td>3</td>
</tr>
<tr>
<td>Money &amp; Banking</td>
<td>49</td>
<td>3</td>
</tr>
<tr>
<td>Spanish (2nd semester)</td>
<td>48</td>
<td>8</td>
</tr>
<tr>
<td>Spanish (4th semester)</td>
<td>55</td>
<td>8</td>
</tr>
<tr>
<td>Statistics</td>
<td>51</td>
<td>3</td>
</tr>
<tr>
<td>Test &amp; Measurements</td>
<td>49</td>
<td>3</td>
</tr>
<tr>
<td>Trigonometry</td>
<td>54</td>
<td>3</td>
</tr>
<tr>
<td>Western Civil I Ancient - 1648</td>
<td>49</td>
<td>3</td>
</tr>
<tr>
<td>Western Civil II 1648-Present</td>
<td>48</td>
<td>3</td>
</tr>
<tr>
<td>*Microbiology</td>
<td>49</td>
<td>4</td>
</tr>
</tbody>
</table>

**Note:** A maximum of 30 semester hours of CLEP credits may be transferred. Credits earned on similar courses taken at FAMU or other examinations (i.e. AP or IB) may not be accepted or duplicated.

* Based on subject matter and clinical year training.

**C. International Baccalaureate Program (IB)**
Florida A&M University awards credit for International Baccalaureate higher level subjects with scores of 4, 5, 6, or 7; at the subsidiary level only scores of 5-7 are acceptable. Example:

<table>
<thead>
<tr>
<th>Exam</th>
<th>Level</th>
<th>Score</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>English A1</td>
<td>Higher</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>English A1</td>
<td>Higher</td>
<td>5 - 7</td>
<td>6</td>
</tr>
<tr>
<td>History of America</td>
<td>Subsidiary</td>
<td>5 - 7</td>
<td>3</td>
</tr>
<tr>
<td>Biology</td>
<td>Higher</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Spanish B</td>
<td>Subsidiary</td>
<td>5 - 7</td>
<td>4</td>
</tr>
<tr>
<td>Geography</td>
<td>Subsidiary</td>
<td>5 - 7</td>
<td>3</td>
</tr>
</tbody>
</table>

**D. Department Examinations and Dean Waiver**
Academic departments may offer students opportunities to receive credits through departmental course examinations. Individual departments determine if and when a student can take advantage of this opportunity. Interested students are encouraged to contact the appropriate departments.

Academic Deans may determine if course/courses may be waived for a student in technical areas of studies based on documented life experience and/or proficiencies.

**E. Military Services Schools**
Florida A&M University recognizes the recommendations for college level credits published by the American Council on Education (ACE): The Guide to the Evaluation of Educational Experiences in the Armed Services. Students with military experiences are encouraged to forward their military transcripts to the Registrar’s Office or the Department of Military Science for evaluation. Credits may be awarded for completed Military Service School Courses on the basis of the ACE guide. Recommendations by ACE are not binding on the University. By submitting DD Form 214 or its equivalent, students may receive Health and Physical Education credits.
IV. International Students:
Florida A&M University may award credits for student’s prior academic course work from a recognized institution in their parent country.
Credits may also be awarded as credit by examination from the General Certificate of Education Advanced Level (A-level G.C.E.), if a student earned a grade of “C” or better for introductory courses.
* No credit is awarded for “general papers”

Graduate
Transfer of graduate level courses, must be determined by the individual academic departments. A maximum of six graduate level credit hours with a grade of “B” or better may be accepted from an accredited institution. Additionally, 6 credit hours of elective credits shall be granted to students who are fully admitted to degree status in the College of Education for possession of a National Board Teacher Certification.

Academic Progress—Graduate
Graduate students are required to maintain a grade point average of 3.00 “B” or better. Failure to maintain the required “B” average could result in termination of a graduate student’s status.

Policy on Transfer of Credit for the Florida Engineering Education Delivery System (FEEDS) at FAMU

FEEDS were established by an act of the Florida Legislature to provide opportunity for graduate work from all SUS Engineering programs for Florida Professional Engineers so that they can earn Master’s degree in Engineering while employed.

Admitted graduate students in the FAMU/FSU College of Engineering who wish to participate in the Florida Engineering Education Delivery System (FEEDS) program must adhere to the following guidelines:
1. Student shall earn at least fifty percent (50%) of all credits applied to the Masters program in the FAMU/FSU College of Engineering.
2. A maximum of six hours can be transferred from universities outside the State University System (SUS).
3. Student is in good academic standing i.e., GPA 3.00, not on suspension.
4. Consult with the FEEDS Coordinator

Honors—Undergraduate
A. Honor Roll—The honor roll listing shall include those students who are enrolled full time, who have attained a 3.00 to 3.49 semester average, and whose cumulative average is 2.0 or above.
B. Dean’s List—The Dean’s List shall include those students who are enrolled full time, who have attained a 3.50 or above semester average, and whose cumulative average is 2.0 or above.
C. Graduation with Honors—Eligibility for graduation with honors by students of Florida A&M University requires the following cumulative grade point averages: 3.70-4.00—Summa Cum Laude; 3.30-3.69—Magna Cum Laude; 3.00-3.29—Cum Laude. All grades earned will be used to compute averages for awarding graduating with honors.

Transfer students must earn a minimum of 60 credit hours at Florida A&M University in order to be eligible to graduate with honors.
Class Attendance Regulations

Students are expected to make the most of the educational opportunities available by regularly attending classes and laboratory periods. Therefore, the university reserves the right to deal with individual cases of non-attendance.

Students are responsible for all assignments, quizzes, and examinations at the time they are due and may not use their absence from class as a plea for extensions of time to complete assignments or for permission to take make-up examinations or quizzes.

Absence from class for cause: (a) participation in recognized university activities, (b) personal illness properly certified, or (c) emergencies caused by circumstances over which the student has no immediate control will be excused by the dean or director of the unit in which the student is enrolled.

Specifically, the class attendance regulations will apply to all students as follows:

Class attendance is compulsory for all students. A student will be permitted one unexcused absence per credit hour of the course he or she is attending. A student exceeding the number of unexcused absences may be dropped from the course and assigned the grade of “F.” Students may be readmitted to the class with the dean’s and the instructor’s permission.

Final Exam Period

Fall and Spring term final course examinations will be scheduled during the week following the last day of class. Some final examinations may be scheduled on Saturdays.

University and Course Withdrawals

Withdrawal from the University-A student who desires to withdraw from the university must report to the Registrar’s Office and explain the circumstances which he or she feels require him or her to withdraw from the university. Upon approval, the withdrawal form will be completed and signed by the student. The student is required to turn in all residence hall keys, if applicable, to the counselor of the dormitory in which the student is residing and meet all other stipulations required by the university.

When the above signatures have been placed on the withdrawal form, the student then files the form with the university registrar. This procedure is to be followed by all students both on-campus and off-campus.

Any student who withdraws from the university during the regular or late registration periods will receive no grades at the close of the term. A student who officially withdraws after “the last day to register” but during the first ten weeks will receive W at the close of the term. For information on refunds, see Refund Policy. A grade of F for each course will be given to any student who leaves the university without filing a withdrawal form with the University Registrar.

Withdrawal from a course(s)—Under exceptional circumstances, it may be necessary for a student to withdraw from a course after the deadline for add/drop. Such withdrawals are accomplished upon the recommendation of the student’s academic advisor to the dean, who will forward the appropriate form to the university registrar. Withdrawal from a course must be accomplished prior to the published deadline. A machine printed “W” will appear on the class roll/grade roll for all courses for which a student has been withdrawn. There will be no refund of these fees.

Administrative Withdrawal-A student may be administratively withdrawn with fee liability from the course(s) by the academic department if the student registered for the course without appropriate signature or permission. Students who are administratively withdrawn from the University for violation(s) of the University’s Student Code of Conduct are not entitled to any refund from any fees paid during the semester in which there is cause for withdrawal.
**University Withdrawal Committee**-The student may petition the University Withdrawal Committee for a retroactive (after the published term withdrawal deadline) term withdrawal based on documented circumstances beyond the student's control within 12 months after the end of the term for which the withdrawal is sought. Students seeking retroactive course withdrawal should report to their academic department. (See Academic Regulation Appeals Petitions).

Students should be aware that requests for retroactive term withdrawals may negatively impact the award of current and prior financial aid as well as prior enrollment status.

**Refund Policy**

See University Refund Policy in FAMU Catalog under Financial Information

**Academic Regulation Appeal Committee Petition**

The Academic Regulation Appeals Committee considers petitions from undergraduate students seeking exceptions to the academic regulations stated in the FAMU Catalog. Appeal applications must be filed and considered prior to graduation. The following type of appeals may be filed:

- Waiver of Academic Suspension
- Late or retroactive course withdrawal (limited to one year after course enrollment)
- Withdrawal from an Academic Term (limited to one year after term enrollment)
- Late add or registration (limited to the next semester)
- Late application for graduation (limited to four weeks after the published term deadline)

**NOTE: Supporting documentation must accompany all appeal petitions.**

Appeal requests must be picked up from college/school of your major. Non-degree (special) students must petition through the Registrar's Office. Colleges are not responsible for petitions that are not submitted directly to and discussed with the proper college representative. The Academic Regulation Appeals Committee normally needs monthly. In order for a petition to be reviewed by a college/school and to be heard at a regular meeting, it must be submitted by the end of the first week of each month. Petitions for re-admission (after academic suspension) must be submitted at least ten working days before the start of classes.

**Course Designation and Credits**

Courses are identified with an alphabetic and numeric coding system. The alphabetic abbreviation (which is composed of three letters) identifies the FAMU academic area (i.e., ENC = English), and the numbers have the following meaning: 0000 series-College Prep; 1000 series—freshman level courses; 2000 series—sophomore level courses; 3000 series—junior level courses; 4000 series—senior level courses; 5000 series and above—professional or graduate level courses.

Credits for all courses are expressed in semester hours. All courses offered by Florida A&M University, whether main campus or off-campus, are considered residence credit. One semester hour is the amount of credit earned for the satisfactory completion of one hour a week lecture or recitation or two hours a week laboratory practice throughout one semester. One semester hour is the equivalent of one and one-half quarter hours.

**Course Numbering System**

For detailed information refer to Florida Statewide Course Numbering System (Appendix C) at the end of this catalog.
Classification of Students

Students not enrolled as special students are grouped in four classes according to total credits earned and admission status:

I. Freshmen—those having earned less than 30 semester hours
II. Sophomores—those having earned 30 to 59 semester hours
III. Juniors — those having earned 60 to 89 semester hours
IV. Seniors—those having earned 90 or more semester hours
V. Professional students fully admitted to the pharmacy and law program and successful completion of appropriate requirements.
VI. Graduate Students—those having earned the bachelor’s degree from an accredited institution and/or meet the university’s requirements for admission to graduate studies (for further details, see graduate admissions requirements elsewhere in this catalog for admission to the department under guidance of which students intend to study).
VII. Non Degree Seeking—those not admitted to a regular degree program.

Grading System and Grade Point Average

Main Campus

The quality of work done by students is indicated by the letter of the alphabet as follows: A grade of “A”, exceptional; “B”, superior; “C”, average; “D”, passing but poor; “S”, satisfactory; “Blank space” when no grade reported; “U”, unsatisfactory; “W”, withdrew; “F”, failure; “I”, incomplete; “X”, audit; “TP”, thesis pending; “DP”, dissertation pending; and “P”, pass. An “N”, preceding the aforementioned grades denotes failure of the student to complete payment of registration fees.

A grade of “A” earns four grade points for each hour of credit; “B” earns three grade points; “C” earns two grade points; “D” earns one grade point; “F” earns no grade points; and “X” earns no grade points. A student’s term GPA is determined by dividing the number of hours attempted for GPA into the number of grade points earned. Similarly, the cumulative GPA is determined by dividing the total number of hours attempted for GPA into the total number of grade points earned.

The grade of “W” is used only to denote that a student withdrew (or was withdrawn) from the course or from the university subsequent to the deadline for dropping a course as specified in the university calendar.

A student who is passing a course but has not completed all of the required work by the end of the term may, with the permission of the instructor, be assigned a grade of “I”. Grades of “I” are not assigned to any course that a student fails to attend, or if a student withdraws from the university. A student should not register for a course(s) in which incomplete grades have been received. If he or she does, the original “I” will automatically be changed to a permanent grade of “F.”

Incomplete “I” grades will not count as hours attempted in computing cumulative grade point averages. It is the responsibility of the student to make arrangements with the instructor for the removal of an incomplete grade. All incomplete grades must be removed by the last day of classes of the term in which the student is next enrolled, or the grade will be changed to “F”.

Certain courses may be approved by the academic dean for satisfactory-unsatisfactory (S-U) grades. Such courses would normally be outside a student’s major and minor fields and would not be included in the grade point average. A “NON-REPORTED” blank grade space will be entered to a permanent grade upon receipt of an official grade from the instructor.
Forgiveness Policy and Procedures

An undergraduate student may improve his/her GPA by repeating an undergraduate course (1000-4999) in which a grade of “D” or “F” was received. Only the grade and grade points received in the final attempt shall be used in computing the student’s cumulative grade point average. However, effective Fall 2000 only three such requests are available to the student during the student’s undergraduate career. Such application for grade forgiveness must be made, at the appropriate time, in writing, to the Office of the Registrar. All attempts for a given course and all grades will remain on the student’s transcript.

When a student repeats an undergraduate course (1000-4999) in which the grade of “D” was previously received, the first attempt is forgivable under certain conditions:

I. The course is repeated because it is a major course or a course required by the major where the minimum grade of “C” is required.
II. The course is repeated under Rule 6C3-4.09 of Florida A&M University where the minimum grade of “C” is required.

A student must petition the advisor, department or division chairperson, dean or university registrar in order to have this policy applied. Courses with numbers 5000-8999 are specifically excluded. Graduate students and former students who had earned bachelors degree are excluded.

Grade Forgiveness Policy for Graduate Students

Effective fall 2006, a graduate student enrolled at Florida A&M University who receives a C, D, or F grade, which fails to meet the requirements of a specific graduate program, may petition the Program Dean or Graduate Director to retake the course. The course must be taken at Florida A&M University (FAMU), unless the course is offered at Florida State University (FSU) under the FAMU/FSU cooperative program and the course must carry the same course number and description. Only the higher grade shall be used in computing the overall grade point average (GPA), only the second will be counted in the GPA. A graduate student may repeat no more than two courses in any graduate program at Florida A&M University, and may repeat each course only once.

A grade forgiveness form must be submitted by the student to the Registrar’s Office after the course is retaken and prior to graduation.

Changes of Grade Policy

Instructors may, for appropriate reasons, change the grade awarded to a student in a given course within one year of the end of the semester in which the course was taught. The new grade must be submitted to the Registrar on the appropriate form, with the approval of the department in which the course was taught and the dean of that college.

If a grading error is discovered, an appeal must be submitted to the Provost for an exception to the one-year deadline. This appeal must be endorsed by the dean of the college in which the course was taught and must include documentation of the error that resulted in the assignment of an incorrect grade.

Grade changes other than “I” to a grade (e.g., “A” to “B” or “C” to “B”) and documented in college records indicating the reason for the change (error in grading test, miscalculation, etc.).

Academic Actions are recalculated and updated as a result of grade changes. Grade changes will not be processed after graduation.
Graduation Requirements
and Procedures

Associate Degree Requirements — The associate in arts (A.A.) certificate may be granted upon formal written application to the school of general studies, to students who have completed a minimum of 60 semester hours with a 2.0 average or better and successfully completed the College Level Academic Skills Test (CLAST), General Education sequence, Gordon Rule courses. The last 30 semester hours must have been earned at FAMU. The A.A. certificate will be awarded upon the recommendation of the Dean, School of General Studies.

Baccalaureate Degree Requirements — To qualify for a bachelor’s degree in an academic discipline specified in this catalog, the student must have completed a minimum of 120 semester hours, of which the State of Florida requirements, institutional undergraduate requirements, and curriculum requirements have been met. The university requires at least two semesters of residence for any degree and the last 30 hours must be earned in residence. If the term of residence is only two semesters, that period must be the student’s senior year, provided at least 30 semester hours are earned at FAMU during this period. General and special degree requirements are listed elsewhere in this catalog. Students must make formal written application to the department or division Chairperson immediately prior to or at the beginning of the term in which degree requirements are expected to be met. Successful applicants must have earned at least a “C” average in all work attempted toward the degree. A maximum of one-fourth of the hours presented may be earned in correspondence, workshops, clinics, institutes, extension courses, or any combination of these. The applicable degree with the appropriate major will be awarded, upon the recommendation of the faculty, through the dean of the college or school in which the student is enrolled. Some academic areas require more than 120 hours for graduation. In addition, a student who changes his or her major may have to earn more than 120 hours in order to meet requirements for graduation.

Foreign Language Requirements—Students are required to have two years of Foreign Language study prior to graduation in Florida A&M University. Two years of Foreign Language study is defined as two years in high school or eight to ten semesters’ credits in college of sequential credits in one Foreign Language or American Sign Language. Transfer students are exempt from Foreign Language requirement if:

1. They received an Associate in Arts degree prior to September 1, 1989, or
2. If they enrolled in a program of study leading to associate degree from a Florida Community College and maintained continuous enrollment until they are admitted to a university prior to August 1, 1989.

Graduate Degree Requirements—Specific degree requirements for the master’s doctor of pharmacy, and doctor of philosophy degree are listed in the applicable graduate programs. Graduate program requirements are determined by the college or school within which the degree is offered. The minimum number of hours required for a master’s degree is 30 semester hours; the maximum number of hours that maybe transferred into a master’s program is 6 semester hours. This policy indicates at least 80% of the program must be taken at FAMU. The minimum number of hours required for the specialist degree is 83 with a maximum of 9 semester hours that maybe transferred into this program. The doctorate and professional degree programs have a minimum of 90 semester hours with a maximum of 12 semester hours that maybe transferred into these programs. Thus, for all graduate programs, at least 80% of the program hours must be taken at FAMU.

Upon the recommendation of the division Chairperson and Dean, a maximum of six semester hours of 4000 level courses may be included in the requirements for a graduate degree. Normally, 5000 level courses or higher may be counted toward a master’s degree.

Regency of Credit—The requirements for the master’s and doctoral degrees should be met within seven (7) calendar years. For work that has extended beyond the seven-year period, the student should contact his or her program director for a re-evaluation of his or her entire program. In this re-evaluation, additional courses may be required that will provide a well-rounded program.
Transfer Credit—Graduate Degrees

I. Six semester hours may be allowed for extension credits, provided such credits were earned through an accredited Florida institution; or

II. Six semester hours may be allowed for workshop participation, in keeping with the regulation above; or

III. Six semester hours may be allowed for credits earned while in residence at another university; or

IV. Up to six semester hours in any combination of the three categories above may be allowed. A maximum of six credit hours from other institutions approved by their regional accrediting agency, with B grades or better may be allowed. Acceptance of such credit does not reduce the period of required residence for the master’s degree. Workshops are not normally classified as residence work on or off campus. Credit toward the master’s degree is not allowed for courses taken through correspondence.

Repeat Course Surcharge

In accordance with Florida Statues, beginning in Fall 1997, any student who registers for the same Florida A&M University undergraduate course more than two times will be charged a Repeat Course Surcharge for the third and subsequent enrollments in the course. An undergraduate level course is numbered at the 1000, 2000, 3000 or 4000 level. All courses that are fee-liable will be counted as a registration. The amount of the charge will be determined each term, but is expected to represent the full cost of instruction. Exceptions to the Repeat Course Surcharge are individualized study courses that are repeated as a requirement of a major and courses that continue over multiple semesters. Courses repeated more than two times to increase the grade point average or meet minimum course grade requirements will be eligible for the surcharge.

Comprehensive Examination—As partial fulfillment of the requirements for the master’s or doctoral degree, a candidate may be required by the division chairperson to pass a comprehensive examination in his or her major field. At the option of the division concerned, the examination may be written and oral or written only. Doctoral students should consult with their academic department and/or refer to specific degree requirements listed elsewhere in this catalog.

Residence—

I. The residence requirements for the master’s degree will be determined by the college or school within which the degree is offered.

II. Students completing theses or dissertations must register each term until the degree is awarded.

Thesis/Dissertation—All candidates for the master of science degree and doctor of philosophy are required to submit an acceptable thesis or dissertation.

The master of applied social sciences degree offers two types of programs: the thesis-type and the internship-type. With departmental approval, the student may choose the option they wish to follow.

Application for Graduation—Application for graduation must be turned in immediately prior to or at the beginning of the term in which a student expects to complete all requirements for a degree. The student must apply in the office of the department/division chairperson for graduation. Application for graduation forms is available in the department/division chairperson’s office. The university calendar designates the deadline dates on which this action must be taken. Applications received after the deadline dates indicated in the calendar will be processed with the applications received for graduation the next term. If the student fails to graduate, he or she should consult with his or her department or division chairperson or dean and reapply for a subsequent term.

Graduation Honors—Eligibility for graduation with honors by students of Florida A&M University requires the following cumulative grade point averages: 3.70-4.00—Summa Cum Laude; 3.30-3.69—Magna Cum Laude; 3.00-3.29—Cum Laude. Transfer students must earn a minimum of 60 semester hours at FAMU in order to be eligible to graduate with honors. Students receiving the masters and doctor of philosophy degrees are excluded.
Summer Term

The Summer Term may consist of two or more sessions. Courses offered during the summer sessions are organized to make them equivalent in content, method, and credit to those of a full semester.

During the Summer Term the university supplements the regular instructional program with credit and non-credit activities such as institutes, workshops, and conferences.

**Summer Semester Attendance Rules** — Florida Administrative Code, Chapter 6C-6.16, mandates that students entering a university in the State University System after September 1, 1976, who have less than 60 hours credit upon admission must earn 9 credit hours prior to graduation by attending one or more summer terms.

The objective of this rule is to more efficiently utilize system facilities and the state’s investment in them by encouraging year-round attendance and thereby reducing peak load demands normally incident to the fall term of each academic year.

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**INFORMATION TO VETERANS**

Florida A&M University is approved for the education and training of veterans, disabled veterans, and dependents of deceased and disabled veterans.

A prospective student who may be eligible for educational benefits under any Veterans Administration Program is urged to contact the Veterans Administration Regional Office, P.O. Box 1437, St. Petersburg, Florida 33731, at least three months before his or her enrollment at Florida A&M University. Once the Veterans Administration has approved the educational benefits, and the student has received a “Certificate of Eligibility,” the student should then contact the Veterans Affairs office at FAMU prior to enrollment at FAMU.

All students receiving VA Educational Benefits are required to attend classes regularly, in accordance with the university attendance policies. When a veteran is found in violation of the class attendance regulation, the veteran’s affairs office will be notified that the training period has been interrupted or discontinued. All students receiving veteran’s benefits are required to take only those courses leading to a specific degree program. Students are required to request certification for VA benefits, as this is not an automatic process. Veterans needing assistance with fee payment should contact the FAMU Veterans Affairs Office during the registration period.

Any changes in the number of hours being carried (particularly any courses dropped) may affect the rate of educational allowance payable and must be reported in the month in which such changes occur. No benefits are paid for a “W” grade. When a veteran completes, drops out, or interrupts his or her course of training, he or she is required to notify the Veterans Affairs Office. Failure to do so in a timely manner could result in a payback to the Veterans Administration because of an overpayment.

**P.L. 634 War Orphan Educational Assistance Act of 1956** — This law applies to those children whose parent(s) dies or is 100% disabled as a result of service connected disability. Students should contact their local VA Office in order to make application for admission under Public Law 634.

**Physical Education** — Veterans who have had basic training in the regular Armed Services may receive credit for physical education as a required course. Application must be made to the university registrar. Sufficient evidence of having served in a branch of the service must be shown (DD-214 form).

Veterans’ training, conduct, and progress must at all times conform to the university standards.
Standards of Academic Progress for Veteran Students

Undergraduate Students

All students receiving VA Educational Benefits are required to attend classes regularly, in accordance with the university attendance policies. All students receiving veterans’ benefits are required to take only those courses leading to a specific degree. Students are to request certification for VA Benefits, as this is not an automatic process. Veterans needing assistance with fee payment should contact FAMU VA Office (FHAC 114) during the registration period to apply for a VA Deferment. Please call (850) 599-3853 if you need additional information.

VA benefits will be subject to termination for those students who fail to maintain an overall 2.00 GPA. This also applies to VA students who have been placed on academic probation for two consecutive terms or suspension at the end of an academic term. Please understand that University policy will allow you to enroll if you are on academic probation; however, your VA benefits will be subject to termination as stated above.

Graduate Students

A student receiving veteran benefits must attain and maintain a minimum grade point average (GPA) of not less than 3.00 “B” each semester of enrollment.

A student who has not attained and maintained satisfactory progress (3.00 or better) at the end of any semester will be placed on academic probation for the next semester of enrollment. Should he or she not attain satisfactory progress by the end of the next semester of enrollment, the student's educational benefits will be terminated for unsatisfactory progress.

A student whose educational benefits have been terminated for unsatisfactory progress may petition the Office of Veteran Affairs to be re-certified after one semester has elapsed. This office may re-certify the student for educational benefits only if there is a reasonable likelihood that he or she will be able to attain and maintain satisfactory progress for the remainder of the program.

Registrar’s Office Policies and Procedures

This manual serves as an outline for practical rules and regulations that guide our office. These rules and regulations are the keys to the successful management and effective delivery of our services. The manual highlights our office priorities and services, and indicate certain steps to the many responsibilities carried out by the Registrar’s Office personnel. Employees of the Registrar’s Office should follow the ethics, goals, missions, policies, and procedures outlined in this manual.

Mission Statement

To serve as the official custodian of academic records and keeper of the University Seal, to perform the following functions in an efficient and professional manner; assist in planning and executing academic policies and programs; provide for administration of policies and regulations pertaining to the academic status of students; provided for the planning and execution of registration and graduation of students; develop the academic calendar and class schedule; insure the maintenance and security of student records; provide statistical data and enrollment certification to authorized educational entities and other agencies; process requests for transcripts, evaluate prior college level credits; and provide counseling and certification services to veteran students and dependents of veterans.
Accordingly, the Registrar’s Office seeks to substantially improve and strengthen the coordination and effectiveness of the above mentioned functions through effective communication with all students, and continued integration of technology in our various processes.

Specific Duties and Responsibilities

- Develop institutional publications to provide information referencing course, programs, policies, and procedures
- Developing course schedules to provide information on courses and sections begin offered in any given term with their time, date, and location
- Scheduling appropriate space for all classes
- Provide information on regulations, policies and procedures, governed by the University and the State of Florida
- Developing forms and procedures required to carry out the various functions
- Providing a registration process for enrolling students in classes each term, which may include assessment of tuition and fees
- Certifying student enrollment as required (i.e., veterans services, National student loans Data Systems, athletic eligibility etc.)
- Providing reports as required (e.g., class rolls, grade rolls, transcripts)
- Properly recording evaluated transfer credits
- Administering academic eligibility policies (e.g., graduation, honors, academic probation or suspension)
- Preparing and distributing diplomas
- Maintaining student record data base and archival files
- Ensuring that the security and confidentiality of student record data are maintained throughout the university
- Assisting in the preparation of statistical reports (e.g., enrollment projections, retention, attrition, and graduation rates)
- The Registrar also coordinates some part of the commencement exercise
- Providing administrative supports to the faculty senate and other governance bodies (i.e. the Board of Governors)

Office Ethics

All persons involved in the delivery of Registrars programs and services for students must adhere to the highest principles of ethical behavior.

- All staff members must ensure that confidentiality is maintained with respect to all communications and records considered confidential unless exempted by law. The responsibility of the Registrar and Records personnel in keeping and releasing student information demands conduct that consistently reflects fairness, common sense, honesty, and respect for the dignity of all persons.
- Staff members must recognize and avoid personal conflict of interest or appearance thereof in their transactions with student and others. They must strive to ensure fair objectives and impartial treatment of all persons with whom they deal.
- When handling institutional funds, all staff members must ensure that such funds are managed in accordance with established and responsible accounting procedures.
- Staff members must not participate in any form of harassment that demeans persons or creates an intimidation, hostile or offensive campus environment. (see appendix)
- Staff members must perform their duties within the limits of their training, expertise, and competence. When these limits are exceeded, individuals in need of further assistance must be referred to persons possessing appropriate qualifications.
Staff members must use suitable means to confront and otherwise hold accountable other staff members who exhibit unethical behaviors.

Staff members must adhere to “Code of Ethics” for the profession. (See “Code of Ethics” published by the American Association of Collegiate Registrars and Admission Offices.

Federal Education Rights and Privacy act (FERPA)

The Guidelines for Postsecondary Institutions for Implementation of the Family Educational Rights and Privacy Act of 1974 as amended details the act and its implementation and gives in clear "layman’s terms explanation of the law for easy reference. This publication also provides list of items considered Directory Information at the University. Provision must be made to obtain current editions of the AACRAO FERPA for office use. Accordingly, all employees must be familiar with the provisions of FERPA as outlined in the university catalog.

OFFICE POLICIES

Registration
FAMU registration policies and procedures, including final examination schedules and the academic calendar, are published on the University website approximately four weeks prior to the beginning of a given term.

Registration Dates
Registration dates are listed in the university calendar section of this catalog. Students are responsible for complying with all regulations governing registration, change-of-schedules, tuition payment, and other requirements described either in this bulletin or advised by the administration otherwise. Every registrant must arrange a class schedule in person with a faculty advisor.

ON-LINE Web Registration
Failure to register for a course or courses by the close of the formal registration period (the registration period prior to the first day of classes) will result in the assessment of a late registration fee of $100.00.

The registration of all expenses and fees is a part of registration. A student is not enrolled or registered until all necessary fees are paid and validated by the office of student accounts.

Non-Degree Registration
An individual interested in taking course(s) but not working toward a degree may register as a special non-degree seeking student, provided he or she has not been denied admission to the university. The special student is required to follow the regular registration procedures and pay the same fees as other students. In addition, a one-page special student registration form must be completed and submitted before or at the time of registration. To qualify, all special students registering for undergraduate courses must have graduated from a high school.

State Employee (Fee Waiver) Registration
In 1979, the Florida Legislature approved the proposal by which full-time state employees may take up to six credit hours per term on a tuition-free basis at any of the nine state universities. State employees are responsible for payment of fees assessed above six credit hours, including the student health fee. (See Free University Course Program elsewhere in this publication for more information).

Free University Course Program for Employees
Full-time salaried employees of the State of Florida (Non-OPS) may take up to six credit hours of tuition free courses per semester on a space available basis at State University System institutions without payment of registration fees.
Community College Dual Enrollment Registration
The student must obtain approval from the designation representatives of the institution. Community College students must have degree seeking status at the community college and possess at least a 2.00 grade point average. Student will be expected to follow prescribed registration procedures in the special student registration section of the catalog.

Leon County High School Students Dual Enrollment Registration
To receive dual enrollment credit, student must adhere to the rules and regulations of the Leon County School Board, the board of Regents, and the Florida Legislature. The student must be currently enrolled in a secondary school operated by the Leon County School Board. The student must also possess a grade point average of 3.20 or better, certified by a high school counselor, and classified as a high school junior or senior.

FAMU/FSU Cooperative Program
Florida A&M University and Florida State University are participants in a cooperative program which permits students enrolled at either institution to take a limited load at the other institution. Permission is to be given by the academic adviser, department chair, and dean of student. No more than half of the credit hours taken by a student during a given term may be taken at FSU.

Tuition-Free Courses for Persons 60 years of age and older
Individuals who are 60 years of age and older and are residents of the State of Florida are permitted to take courses on a tuition-free basis. All fees are waived for this group of citizens who attend credit classes. Registration will be processed upon presentation of a proof of domicile and proof of age. Registration dates and procedures are the same as those listed for state employees.

Registration Holds
A student registration is placed on hold based on a variety of financial and administrative reasons. Students are notified of registration holds prior to each registration period and are required to clear all holds before being allowed to register.

Auditing Course(s)
A student may register to audit a course(s) on a space available basis. Admission to Florida A&M University is not required and not credit will be given for audited courses. The student must register and pay the appropriate fee for the course(s). Registration for audit may be changed from audit or credit or vice versa after the first week of classes.

Cancellation of Registration
The University Registrar shall cancel the registration of a student whose registration fees have not been paid in full by the deadline as indicated on the university calendar.

Reinstatement of Students Whose Registration has been Canceled
Students whose registration has been canceled due to their failure to pay registration fees by the deadline may be reinstated upon the payment of all tuition and fees and a late payment fee of $100.00.

Class Schedule Changes (Add/Drop)
Students may take full advantage of the Add/Drop and should seek the counsel of their respective academic advisor before adjusting their schedule. No changes in class schedules may be made after the date stipulated on the calendar for making changes. The time limit for adding or dropping a course expires one week after the opening of the term.

Grading System
(Main Campus)

The quality of work done by students is indicated by the letter of the alphabet:
A grade of:  Earns:

“A”  exceptional  four grade points for each hour of credit
“B”  superior  three grade points
“C”  average  two grade points
“D”  passing but poor  one grade point
“S”  satisfactory
“U”  unsatisfactory
“W”  withdrew
“F”  failure  no grade points
“ I ”  incomplete
“X”  audit
“TP”  thesis pending
“DP”  dissertation pending
“P”  pass

Note:

- A student’s term GPA is determined by dividing the number of hours attempted for GPA into the number of grade points earned. Similarly, the cumulative GPA is determined by dividing the total number of hours attempted for GPA into the total number of grade points earned. Incomplete “I” grades will not count as hours attempted in computing cumulative grade point averages. Certain courses may be approved by the academic dean for satisfactory-unsatisfactory (S-U) grades. Such courses would normally be outside a student’s major and minor fields and would not be included in the grade.

- The grade of “W” is used only to denote that a student withdrew (or was withdrawn) from the course or from the university subsequent to the deadline for dropping a course as specified in the university calendar.

- A student who is passing a course but has not completed all of the required work by the end of the term may, with the permission of the instructor be assigned a grade of “I”. Grades of “I” are not assigned to any course that a student fails to attend, or if a student withdraws from the university.

- A student should not re-register for a course(s) in which incomplete grades have been received. If he or she does, the original “I” will automatically be changed to a permanent grade of “F”. It is the responsibility of the student to make arrangements with the instructor for the removal of an incomplete grade. All incomplete grades must be removed by the last day of classes of the term in which the student is next enrolled, or the grade will be changed to “F”.

- A “blank space” non-reported grade will be changed to a permanent grade upon receipt of an official grade from the instructor.

Grade Processing

At the end of each semester, grade rosters are generated for each course for which students enrolled. The grade rosters are posted to the website and all academic departments are notified. The instructors are advised to indicate on the grade rosters the student’s grade and then post submit and save electronically on the website. When all grades are received, the Coordinator for Academic Updates collects the data and runs a query.

Record Update

The Registrar’s Office updates biographical student information (names, address, major, etc.) Grades are updated in the PeopleSoft database for four primary reasons:
a) Grade updates  
b) Grade corrections  
c) Removal of "hold" status, and  
d) Utilization of the forgiveness policy

1) Changes and error corrections are normally handled through a Change of Grade Form, a pre-numbered form stored in a secured area in the Registrar’s Office. Letters from various University personnel (usually the Dean or Department Chairperson of an academic area) are used to change grades or make error corrections. Grade change forms are reviewed for propriety and completeness, at the Registrar’s Office prior to processing. After processing the "Active History File Audit Report" received from the computer center indicating all changes and updates made on the students records is reviewed. All change forms (grade cards or letters) are subsequently filed in the student’s permanent academic file. A log of Change Grade Form distributed to academic departments is also maintained by the Registrar’s Office.

2) The details of the University’s forgiveness policy are detailed in the General Catalog. If a student wishes to apply for the forgiveness policy, he completes an application for forgiveness policy from and turns it into the Registrar Office. These forms are forwarded to the Registrar Office for record update to see if the course(s) actually appear on the student’s transcript and/or online and qualifies for the forgiveness policy. After processing, a corrected transcript, produced on a computer stock paper is available upon request.

Transcript Requests
Transcript requests are accepted in writing via the transcript request forms, fax or letters from students. The requestor’s social security number is input by the Registrar Office creating a batch file that is processed overnight. Before an official transcript can be printed, the system interfaces with both the accounts receivable system and the permanent hold file. This is to determine whether the student is indebted to the University or in default on a loan. (The permanent hold file is maintained on the student database and shows students in default on various loans and who have had any accounts receivables written off).

If the student passes the system edits, a transcript is produced (unofficial transcripts may be printed regardless of holds). If not, the person appears on an audit report. Transcripts and audit reports are returned to the record area for further processing. Transcripts are validated and mailed. If the records indicate that money is owed, no transcript will be produced. A notification of the student’s indebtedness or default status is sent to the student. This notification also tells the student that the transcript will be released upon receiving full payment of debt owed to the university.

Microfilm Transcript
A transcript validation machine is located in the Student Records area of the Registrar Office for the purpose of validating transcripts produced from microfilm. One key is required to operate this machine. A separate key is used to set-up the date. Both keys are kept by the Program Assistant in the Records Department. Duplicate set of keys are maintained by the University Registrar. When the transcript is placed in the validation machine, the University seal and the Registrar’s signature are imprinted on the transcript making it an official transcript.

Unofficial Transcript
Requests for unofficial transcripts can be made at the front counter or requested by telephone. Unofficial Transcript must be picked up in person. Proper identification must be shown at time of pickup (Student ID or Driver License). Students who are currently enrolled can obtain or review unofficial transcript on OURFAMU.
Backup of Transcript Data

Permanent transcript files are maintained in the Registrar Office. A backup file of transcript data for currently years as well as transcript data dating back to the mid 1970’s is kept in the computer center on the Student Academic History file of the Student Record Database.

The Registrar’s Office has on microfilm transcripts, admissions applications, and other relevant documents for students enrolled up through 1985. When a student’s record is on microfilm, the student’s permanent record folder is destroyed. Two copies of the microfilm maintained.

Undergraduate Transfer Evaluations

A student who has attended any regionally accredited college or university and has earned 12 or more semester hours is considered a transfer student when applying to enter Florida A&M University. Transfer students admitted to FAMU are required to have official copies of their transcripts from previous institutions on file in the Admissions Office prior to evaluation.

*Credits are transferred based on the following:

Students who are enrolled or planning to enroll at FAMU may earn credit for certain introductory courses through the following credit by examination programs

A. Advanced Placement Program (AP)
B. College Level Examinations Program (CLEP)
C. International Baccalaureate Program (IB)
D. Department Examinations
E. Military Service School (DANTES)
F. Excelsior

I. Transient Students

Florida A&M University students who are permitted to attend other institutions for a term should obtain a transient form from their academic area and secure appropriate signatures prior to leaving FAMU. Students, who attend other institutions without permission from their academic area, may not have their credits accepted. Transient forms are approved based on the following:

- The institution the student wishes to attend is regionally accredited
- Student is in good standing at FAMU (GPA 2.00 or better; not administratively suspended)

II. Correspondence Courses

Correspondence course work may be accepted if the credits appear on the transcript of a regionally accredited institution and the earned grade is “C” or better. The State University System of Florida offers courses by correspondence through the division of Continuing Education of the University of Florida. Note: Applicability of transferred credits toward a degree program will be determined by the individual school or college.

III. Acceleration Program

Florida A&M University encourages students to take advantage of opportunities to reduce the usual length of time it takes to complete a degree program. These opportunities include the following:

1. Dual Enrollment
   This program allows high school students to earn college level credits in a college or university.
2. Credit by Examination
Students who are enrolled or planning to enroll at FAMU may earn credit for certain introductory courses through the following credit by examination programs:

A. Advanced Placement Program (AP)
B. College Level Examination Program (CLEP)
C. International Baccalaureate Program (IB)
D. Department Examinations and Dean Waivers
E. Military Service School

Summary Resource and Ethical Notes

Each Transfer Evaluator will need to develop a healthy philosophy for work which would in turn positively influence their attitudes.

They will need a “zeal” to know; a developed appetite to learn about new things, methods and procedures; and a curiosity for the unknown issues, things, or situations.

They must be slow to assume that things, policies etc. remain the same year-in year-out. Nothing is okay until you have verified it, so check it out.

AUTHENTICITY

1. Check for authenticity FAMU recognizes current issues of Higher Education Directory to determine whether an institution exists in the United States, Puerto Rico and the Virgin Islands.
2. Work with authentic documents, appearance, and eyeball examination. Does the document show evidence of tampering? Does it look all right? What is your gut feeling? Always check it out.
3. What type of institution produced the document? Is this a college or university? There are junior colleges, community colleges, four-year colleges, two-year colleges, private colleges, public universities, colleges of technologies etc. There technical colleges (i.e. Tampa Tech) and trade schools (such as Lively). We do not accept credits from trade schools and some technical colleges. Check for accreditation,

- The articulation agreement between the State University and the division of Community Colleges authorized by FAC 6A-10.24 recognizes a mutual acceptance of the nature of and purpose of the Associate of Arts degree such that the other recognizes the approved general education program of each institution. The Associate of Arts degree is designed to establish an efficient and orderly transfer of earned credit. Visit www.firn.edu/doe/rules/6a-102htm for updates.

- Students usually are admitted to the upper division if they:
  (i) passed CLAST
  (ii) satisfied Gordon rule requirements, and
  (iii) earned appropriate credits for General Education

Procedures for evaluating transcripts

- Check for authenticity
- Check for accreditation
- Verify the program (summer internships, workshops with CEU’s correspondences etc.) FAMU is yet to accept CEU’s as college credit
- What calendar does the college use (summer, quarter, semester, or trimester etc.)? Usually this information is found on the transcript or behind it as a legend. Some colleges attach separate papers for such information.
- Check overall grade point average (G.P.A.). For multiple transcripts you may calculate the combined G.P.A. to allow for transfer of credits.
- Determine FAMU equivalencies for listed courses with grades of A, B, C, P, and S. Grades of D, E, F, X and blank spaces are not accepted.
  
  **Exception:** Grades of “D” from a Florida community college are accepted only if
  
  (i) the course if not a Gordon rule or required course in the program;
  (ii) if the student earned an Associate of Arts degree and needed the hours for completion.

- List the FAMU equivalent courses on the Transfer of Credit screen

**MISCELLANEOUS**

1. Transient courses should be recorded in the same term they were taken. The credit earned prior to student’s matriculation in FAMU are recorded with the matriculation date. Thus credits earned prior to attending FAMU appear in upper body of the transcript and the credits earned as a transient student appear I the body of the transcript as per the semester they were earned. If a graduating student earned credits as a transient student we may waive the transient policy to accept credits provided the appropriate academic dean issues written approval to accept the course.

2. Graduate students’ credits are transferred or recorded only after the departments have completed evaluation on the graduate records and completed the transfer credit form.

3. Military credits should be recorded for the term the evaluator become aware of them. For instance, if a student was discharged from the military in 1992, however he/she applied for evaluation Fall, 1997. His/her applicable credits will be recorded for Fall, 1997.

4. The German student who had 13 years of secondary school with grades (1-3) on the 13th year courses may be awarded credits for each subject passed. Three to four semester hours may be awarded for natural science courses and 3-6 hours for social science and other courses.

5. Thought the State is geared toward common course numbering, exercise caution in transferring seemingly common course numbers.

6. Some students try to convince the evaluator to transfer credits on waived courses from their previous institutions. FAMU in not obligated to comply or honor other institutions’ policies except where there is an articulation agreement with such institutions, or the waived courses were recorded on the transcript as earned credits.

7. The university requires at least two semesters of residence for any degree and the last 30 hours must be earned in residence. If the term f residence is only two semesters, that period must be the student’s senior year, provided at least 30 semester hours are earned at FAMU during this period. General and special degree requirements are listed in the University catalog.

8. Students must make formal written application t9 the department or division chairperson immediately prior to or at the beginning of the term in which degree requirements are expected to be met.

9. Successful applicants must have earned at least a “C” average in all work attempted toward the degree.

10. A maximum of one-fourth of the hours presented may be earned in correspondence, workshops, clinics, institutes, extension courses, or any combination of these.

11. The applicable degree with the appropriate major will be awarded
upon the recommendation of the faculty, through the dean of the college or school in which the student is enrolled.

12. For the Bachelors of Arts degree, students must earn 12 semester hours in the same foreign language in addition to the credits above.

FOREIGN LANGUAGE

Students are required to have two years of foreign language study prior to graduation in Florida A&M University. Two years of foreign language is defined as two years in high school or eight to ten semester credits in college of sequential credits in one foreign language or American sign language. Transfer students are exempt from foreign language requirement if:

1. They received an Associate of Arts degree prior to September 1, 1989 or
2. If they enrolled in a program of study leading to the associate degree from a Florida Community College, and maintained continuous enrollment until they were admitted to a university prior to August 1, 1989.

GRADUATE DEGREE REQUIREMENTS

Specific degree requirements for the Master’s, Doctor of Pharmacy, and Doctor of Philosophy degrees are listed in the applicable graduate programs. Normally, 5000 level courses or higher may be counted toward a master’s degree. Upon the recommendation if the division.

DEGREE CERTIFICATION

Request degree certification report and forward to each department. Emphasize deadline for returning completed degree certification.

- Order degree certification submission status report and send to Provost and the Registrar
- Receive Degree Certification listings from the departments and check for problems (if any)
  - Gordon Rule compliance
  - CLAST
  - Number of hours required for graduation
- Update student records for those who graduated.
- Send data request to generate mailer for students on hold
  - Notify graduates who are placed on hold i.e. exit interviews
- Receive diplomas from the engraver.
  - Check for completion/correctness
  - Send diplomas with cover letters to Colleges and Schools for Dean’s signature
- Request official transcripts with comments for graduates
- Request diploma submission status report and send copy to the Provost and the Registrar
- Mail diplomas to graduates

GRADUATION HONORS

Eligibility for graduation with honors by students of Florida A&M University requires the following cumulative grade point averages: 3.70-4.00 – Summa Cum Laude; 3.30-3.69 – Magna Cum Laude; 3.00-3.29 – Cum Laude. All grades earned up to the submission of the application for graduation will be used to compute grade point averages for awarding of “graduation with honors”. Only students who are candidates for bachelor and professional degrees are eligible for graduation with honors.
Transfer students must earn a minimum of 60 semester hours at FAMU in order to be eligible to graduate with honors. Students receiving the masters and doctor of philosophy degree are excluded.

Residency Classification for Tuition Purposes

The Office of the Registrar, in accordance with S1009.21 Florida Statutes (F.S.) and the Florida Board of Education Rule 6A-10.044, is required to follow specific procedures in making determinations for residency reclassification for students who were initially classified as non-Florida residents. With this in mind, the staff of the Registrar’s Office should not be expected to debate the fairness or equity of the statutes.

It is important to understand that living or attending school in Florida is not tantamount to establishing a legal Florida residence. Therefore, students must provide substantial documentation to support a request for Florida residency status that shows their presence in Florida is for purposes other than to attend school. Please note that such documentation must reflect maintenance of twelve months of continuous residency. No single document will be conclusive evidence of establishing Florida residence. (NOTE: ADDITIONAL INFORMATION RELATING TO RESIDENCY RECLASSIFICATION MAYBE VIEWED IN THE UNIVERSITY GENERAL CATALOG.)

All requests will be reviewed to determine compliance with the Florida Statutes governing this area. The burden of proof lies with the applicant to establish, beyond a doubt, his or her permanent and fixed legal ties to the State of Florida and separation of ties to any other state. Judgments concerning residency will be made on the basis of all information provided, including the age and general circumstances of the applicant.

RECLASSIFICATION QUALIFICATION

A Florida “resident for tuition purposes” is a person who (or a dependent person whose parent or legal guardian) has established and maintained legal residence in Florida for at least twelve months. Residence in Florida must be as a bonafide domiciliary rather than for the purpose of maintaining a residency merely for enrollment at an institution of higher education.

To qualify as a Florida resident for tuition purposes, you must be an U.S. citizen, permanent resident alien, or a legal alien granted indefinite stay by the Bureau of Citizenship and Immigration Services (BCIS). Living in or attending school in Florida will not, in itself, establish legal residence. Students who depend on out-of-state parents for their support are presumed to be the legal residents of the same state as their parents. Residence in Florida must be for the purpose of establishing a permanent home and not merely for enrollment at an institution of higher education.

REQUIRED DOCUMENTS

<table>
<thead>
<tr>
<th>Independent Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students who provide more than 50% of his or her own expenses and tuition and who are able to substantiate their claim of independence by producing the following documents may be eligible for reclassification. The applicable documents listed below may be accepted and considered as evidence of establishing legal residence/permanent ties in Florida. Documents identified below with an asterisk (<em>) are considered permanent ties. AT LEAST ONE DOCUMENT IDENTIFIED WITH AN (</em>) MUST BE DATED 12 MONTHS PRIOR TO THE 1ST DAY OF CLASSES FOR THE TERM FOR WHICH RESIDENCY IS SOUGHT.</td>
</tr>
</tbody>
</table>

<p>| 1. Student’s most recent federal tax return and W-2 statement(s) and the parent’s most recent federal tax return, if the student is under the age of 24. | 8. Full-time permanent employment, or part-time permanent employment, or acceptance thereof in Florida (an official letter on company stationery and the last paycheck stub are required. The last paycheck stub should reflect gross income for the current year).* |
| 2. Florida Voter’s Registration* | 9. Florida Vehicle Registration and/or Title* |</p>
<table>
<thead>
<tr>
<th>Exception</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Persons married to legal Florida residents and who intend to make Florida a permanent home. (Present a copy of marriage license and applicable documents for Florida spouse listed under Independent Students).</td>
</tr>
<tr>
<td>2.</td>
<td>Persons who were enrolled as Florida residents for tuition purposes at a Florida public institution of higher education, but who abandoned Florida residency and then re-enrolled in a Florida institution within 12 months of the abandonment. (Present appropriate documentation showing prior enrollment in school.)</td>
</tr>
<tr>
<td>3.</td>
<td>United States citizens living on the Isthmus of Panama, who have completed 12 consecutive months of college work at the Florida State University Panama Canal Branch, and their spouses and dependent children. (Present appropriate documentation and proof of relationship.)</td>
</tr>
<tr>
<td>4.</td>
<td>Full-time instructional and administrative personnel employed by the State’s public school system, community colleges and institutions of higher education (and spouse/dependent children). (Present official letter from appropriate personnel from institution of employment and proof of relationship.)</td>
</tr>
<tr>
<td>5.</td>
<td>Full-time employees of state agencies or political subdivisions of the state when the student fees are paid by the state agency or political subdivision for the purpose of job related law enforcement or corrections training.</td>
</tr>
<tr>
<td>6.</td>
<td>Active duty members of the armed services including the National Guard stationed in Florida (and spouse/dependent children) or military personnel not stationed in Florida whose home of record or state of legal residence certificate DD Form 2058 is Florida. (Present copy of parent’s DD 2058 form, military orders, and proof of relationship as applicable.) (S250.10 (7) (8), F.S.)</td>
</tr>
<tr>
<td>7.</td>
<td>Active duty members of the armed services including the National Guard of the U.S. and their spouses attending a public community college or university within 50 miles of the military establishment where they are stationed, if such military establishment is within a county contiguous to Florida. (S250.10 (7) (8), F.S.)</td>
</tr>
<tr>
<td>8.</td>
<td>Students from Latin America and the Caribbean who receive scholarships from the U.S. Government (Federal) or Florida state government. The student must attend, on a full-time basis, a Florida institution of higher education. (Present appropriate documentation.)</td>
</tr>
<tr>
<td>9.</td>
<td>Participants in the McKnight Scholars Program. (Present appropriate letter.)</td>
</tr>
<tr>
<td>10.</td>
<td>Southern Regional Education Board’s Academic Common Market graduate students attending Florida’s state universities.</td>
</tr>
<tr>
<td>11.</td>
<td>Dependent children residing with a legal resident adult relative (other than the parent) for at least 5 years.</td>
</tr>
<tr>
<td>12.</td>
<td>A qualified beneficiary under the terms of the Florida Prepaid College Program (S.240.551, F.S.), if not otherwise eligible.</td>
</tr>
</tbody>
</table>

Appropriate documentation for the exceptional category will be required.
Please understand that residency packets are reviewed on a case by case basis. Therefore, immediate responses are not always possible. After submission of your request for residency reclassification, please allow five working days for a response. Do not hesitate to include with your request any additional documents that are not listed that support your Florida residency status.

*NOTE: The various summer terms are considered one semester for the purpose of establishing residency. Therefore, students who expect to enroll in Summer Terms A/C as well as Term B must submit residency packets by the submission deadline date for Summer Terms A/C.

**Registrar Services on the web**

**OURFAMU** is a distributive web based system which uses institutional data to provide a "one-stop shopping" site where students can access comprehensive information and perform essential student service functions on-line. Valid user ID’s and passwords are required for access to the system.

**Student profile**

Students view their major, class code, matriculation date, transfer hours, enrollment status, CLAST, Gordon rule status; degree sought and expected date of graduation.

**Current Term Class Schedule**

Students view their current class schedule. This includes course description, credit hours, class location, beginning and ending time, days of week and class status. A time/day matrix maps out the students schedule.

**Future Term Class Schedule**

Students may view courses registered for the next academic term. The features listed under current class schedule are applicable here.

**Registration Holds**

Students view "holds" which restrict registration and the office contacts where such holds can be cleared.

**Last Term's Grades**

Student's view information on the last term attempted. This includes grades with semester/overall GPA, total hours and academic status (i.e. warning, probation, suspension or good academic standing).

**Addresses on File**

Students may view all addresses the Office of the Registrar has on file. They can also update on line if they so choose.

**Unofficial Transcript**

Here students can access their unofficial transcript and perform many other functions as listed on OURFAMU website.

**Message Center**

A method used for communication between the student and the Student Services Offices (Registrar, Financial Aid and Student Financial Services)

**Financial Aid**

View comprehensive information on all federal, state and institutional financial aid awarded as well as your application status

**Student Financial Services**

**Fee Payment/Charges**

View detailed accounting of fees owed, payments made, and account receivable balances.

**Net Check Disbursements**

Students view detailed information on net check disbursements.
Standards of Work Conduct

Work standards are established for the mutual benefit of employees and the University. When such standards are observed, they create an orderly and agreeable place to work. Infractions of these standards become the basis of disciplinary action. The standards following are not all inclusive, therefore any action considered counterproductive to safe, efficient and effective operation of the workplace can cause an employee to be disciplined. The standards of work conduct listed below should be considered the basis of good employee behavior and the criteria by which an employee's conduct on the job will be judged.

- Employees are expected to perform the duties and responsibilities set forth in their respective position descriptions, to adhere to established work area policies and procedures to the best of their abilities, and to manage their work time for maximum efficiency, productivity, and effectiveness.
- When appropriate and practical, employees will be advised of the reason for particular assignments. Refusal to perform assignments will normally result in the employee being discharged with insubordination. If such assignments create a hazard or threat to the safety or well being of the employee or the employee's coworkers, employees should attempt to eliminate the dangerous aspects of the job. However, if a job by its nature involves hazardous work, employees can be reasonably expected to perform such assignments (University Support Personnel System Employee Handbook, August 1998 p. 37).
- All employees are responsible for the protection and safeguarding of property, equipment and materials of the University and other employees. No employee shall be in unauthorized possession of any property of the University or its employees, regardless of value, or attempt to remove such property from the premises without prior authorization from appropriate authority.
- Employees are expected to respect the personal rights of others. Discourteous language or actions toward coworkers or the public are prohibited. The use of threatening, profane or other abusive language toward fellow employees or other persons while performing official duties will be met with disciplinary action.
- Employees are expected to obey all Federal, State, (Board of Governors) or local laws while on University property, while using State vehicles, or in a work-related situation.
- Employees are expected to conduct themselves. If an employee's outside conduct subjects the University to criticism, causes the employee to be unable to perform his or her job duties in the usual manner or prevents the employee from reporting for work, then management may be justified in taking disciplinary action.
- Employees are expected to follow all administrative rules, regulations, policies, and procedures which apply to their responsibilities and the registrar's office.

Hours of Work

All employees have the responsibility to begin and end workday on time. Employees are expected to report to their designated work site on time in accordance with their established workweek. Hours of work and leave taken are to be recorded on the official attendance and leave report form on a daily basis.

The normal work week consists of 8 (eight) hours per day and 40 hours per week. Employees may be given two 15-minute breaks – one to be taken during the first half of the workday and one to be taken during the second half of the workday. Breaks cannot be accumulated or be used to cover late arrivals or early departures.

Tardiness

Employees are expected to be on time going to and returning from lunch. They are expected to report to work as assigned and on time to provide services. Tardiness in failure to report to work
at the established work site at the exact time assigned. The seven minutes allowance noted in the University Human Resource Policies and Procedures in for time keeping purposes only and should not be used to determine punctuality.

**Time Sheets**

Time sheets are used to record work hours for regular and OPS employees. They are usually turned in the week preceding a pay week and must accurately reflect the hours worked by the employee. Time sheets are reviewed and signed by the immediate supervisor of the employee.

**Lunch Breaks**

The office recognized the need to coordinate lunch breaks to cover the office at all times. Therefore, lunch hours are staggered and are between 11:30 a.m.-2:30 p.m., for all employees.

**Compensatory and Overtime**

Office and institutional policy regarding instances during which overtime may be earned is explained in the section. Overtime is the hours work, excluding holidays and leave with pay, in excess of 40 hours during the established workweek. Employees will be compensated in the following manner for all excess hours of work over 40.

- Exempt (excluded) employees shall accrue regular compensatory leave on an hour-for-hour basis up to 120 hours maximum.
- Non-exempt (included) employees may receive cash payment at 1½ times the regular hourly rate of pay or accrue overtime compensatory leave. They may elect to receive up to 120 hours of overtime compensatory leave. (i.e. 80 hours of overtime worked equal 120 hours of overtime compensatory leave on the basis of one and one-half of leave for each hour of overtime worked).

**Leave of Absence**

The University Support Personnel System Employee Handbook provides the procedures to report need for leaves of absence, and also indicates requirement for medical statement from physician to return to work after illness. A request for a leave of absence without pay must be made on a Request for Leave of Absence Form, UPO-422 and approved through the supervisor, and the University Registrar. Please see the Handbook for up-to-date information.

**Unauthorized Leave**

Employees who do not follow approved leave procedures will be considered absent without leave and will not be paid for day missed; continued absences may result in dismissal of employee.

**Reporting and Requesting Leave**

This section describes the procedures and circumstances for requesting leave time and vacation periods.

An employee who expects to be absent from work for any reason have the following obligations and responsibilities concerning their absence:

- **Advance notice:** Any leave of absence with or without pay shall be approved prior to the leave being taken, except in the case of an emergency when the employee must be absent prior to receiving approval from the appropriate supervisor.

- **Notice of Unexpected absence:** When an employee who has not given advance notice cannot report for work, that employee or the employee’s representative shall notify the supervisor before the beginning of the work shift, or as soon as possible thereafter.

- **Notification of Sick Leave:** An absence due to illness, injury or exposure to a contagious disease, shall be reported to the appropriate supervisor by the employee or the employee’s representative as soon as possible on the first day of absence.
Vacation Time

Annual leave is intended to be used for vacation purposes. However, it may also be used for any other purpose with the approval of the immediate supervisors. The immediate supervisor may deny a request for use of annual leave if such leave would adversely affect the productivity of the work unit.

Employees with accrued annual leave hours in excess of 240 as of December 31 shall have any excess leave converted to sick leave on an hour-to-hour basis on January 1 of each year. An employee who uses annual leave in an amount which is less than a full hour shall be charged with such leave to the closest quarter hour.

Annual leave earned during any pay period shall be credited to the employee on the last day of that pay period or, in the case of separation from employment, on the last day of employee in on the payroll.

Performance Evaluation

The performance evaluation process provides employees with an assessment of their performance in relation to the requirements of the position. It gives them the opportunity to discuss their performance with the immediate supervisor to gain a better understanding of what is expected of them in their jobs. The performance evaluation process also provides a formal mechanism for assessing employee’s potential for promotion and identifying employee training and developmental activities.

An employee’s performance should be evaluated by the immediate supervisor. Employees will receive a written performance evaluation (Probationary Evaluation) within the first six month of their initial employment with the University and at least annually (Annual Evaluation) thereafter. A Special Evaluation may be completed if the employee’s performance falls below performance standards.

The following levels of performance are used in the performance evaluation process:

**Greatly Exceeds Performance Standards**—This indicates that the employees’ level of performance is significantly above the performance standards established for the position.

**Exceeds Performance Standards**—This indicates that the employee performed above the performance standards established for the position.

**Below Performance Standards**—This indicates that the employee did not achieve the performance standard established for the position. Such performance is unacceptable, and immediate steps must be taken by the supervisor to identify specific improvements necessary for the employee to achieve performance standards.

Standards for Disciplinary Actions

The purpose of discipline is to correct behavior that is detrimental to the work place. Discipline is to be administered uniformly to assure that all employees receive equitable and like treatment in similar circumstances.

When an employee has demonstrated that despite repeated warnings he/she is unwilling or unable to correct the behavior necessary to conform to reasonable conduct and/or work standards, progressive and cumulative discipline may be warranted. This means that the employee will be subjected to more severe discipline where the standards of conduct continue to be violated for the same offense. Cumulative discipline means that prior offenses for which an employee was suspended may be used by the disciplining authority to determine the severity of the action to be taken for the current offense, even though the prior offense(s) may not be similar to the current offense.

Types of Disciplinary Actions –

The following actions are considered Disciplinary Actions for the purpose of these procedures:
Written Reprimand – a written reprimand warns the employee is writing of the specific conduct or performance standard that was violated and to place the employee on notice of the next level of discipline if the offense is repeated.

Reduction in Pay – A reduction in an employee’s rate of pay that may be used but is not required by the rules of the University Support Personnel System.

Suspension – this is a severe form of discipline which may be administered as a step in progressive discipline following one or more written reprimands or may be administered as the first form of discipline for the commission of a serious offense. Suspension is defined as an action taken by the University to temporarily relieve the employee of duties and place the employee on leave without pay.

Dismissal – this is the final and most severe form of discipline that may be imposed on an employee. Dismissal is defined as the action taken by the University to separate an employee from the USPS when continued employment would be counterproductive to the operation and welfare of the University. Dismissal may be appropriate for the first discipline for a serious offense or as the final step in progressive discipline.

Actionable Offenses

(1) Excessive absenteeism – is an attendance record of recurring absences, even if all or a majority of the absences were necessary and/or excused. This also includes a pattern of absences by an employee, such as consistent absences on the day preceding or following the employee’s regular days off or absence on the same day of each week or month.

(2) Excessive tardiness and early quits – the failure to follow established work schedules, including reporting late at the beginning of the work schedule leaving early or returning late from lunch or rest breaks, or leaving work early at the end of the work schedule, all without approval.

(3) Loafing – is continued and deliberate idleness during work periods which results in the employee’s failure to perform assigned tasks. This includes deliberately wasting time, engaging in idle talk or gossip or conducting personal business during work periods.

(4) Negligence – is the failure to use ordinary or reasonable care in, or the omission of or inattention to, the performance of assigned duties and responsibilities. Negligence is synonymous with carelessness and signifies lack of care, caution, attention, diligence or discretion.

(5) Willful Poor Workmanship – Including Deliberately not Performing Assigned Duties. This is an intentional disregard of instructions, procedures, work/performance standards and/or deadlines in the performance of an employee’s job duties.

(6) Unauthorized Solicitation – The solicitation of an employee by another employee, including the distribution or material for any purpose not specifically authorized by the State of University while either employee is on duty.

(7) Unauthorized Use of State Property, Equipment or Personnel - this includes the unauthorized use of office supplies, such as postage and stationery, and the unauthorized use of the telephone for personal long distance calls.

(8) Improper and/or Careless Use or Operation of State Property or Equipment - This includes failure to observe the established speed limit while driving a State vehicle or failure to use seat belts if provided.

(9) Leaving Work Station or Duty Assignment Without Authorization - Absence from the work area or duty assignment during a work period without permission of the appropriate supervisor. This includes leaving a work area for lunch, rest break, personal business or at the end of a work schedule without proper relief, where such relief or permission is a specific requirement.

(10) Insubordination – this is a deliberate and inexcusable refusal to obey a reasonable order which relates to an employee’s job function. This includes an unwillingness to submit to authority, and/or includes both an expressed refusal to obey a proper order, as well as a deliberate failure to carry out an order.
(11) **Others:** This includes other offenses such as threatening and/or abusive language; horseplay; violation of safety practices that may or may not result in injury to others and/or property; discrimination and harassment; gambling; sleeping on duty; unauthorized taking or theft of any property of the State or other employee; threatened use of weapons; assault or battery/fighting or causing a disturbance. This area also includes drinking on the job or reporting to work under the influence of alcohol; sabotage; falsification of records; reporting to work under the influence of or use of illegal drugs; willful violation of university written rules; regulations and policies; or willful violation of State laws; willful disregard of internal department written rules and policies; strikes or concerted work activity; possession, sale, distribution of alcoholic beverages or illegal drugs; conviction of crime; conduct unbecoming a public employee; and unauthorized leave of absence. Please see the University Support Personnel System Employee Handbook for current definitions and appropriate disciplinary action for the above listed offenses.

**Investigating a Possible Workplace Misconduct**

When allegations of misconduct or wrongdoing are received in the workplace the Registrar or a designated representative has the obligation to respond quickly and decisively. Care must be taken to avoid “misstep” in the investigation, as mishandled investigations may lead to legal liabilities and possibly law suits.

The Cost of an improper investigation can be enormous to include negative morale, employee gossip and adverse publicity. Improper investigation may also lead to low productivity, paranoia in the workplace, and may leave the investigator scrambling to repair a damaged professional reputation.

**Steps in an internal investigation:**

1. Determine who should conduct the investigation and also whether to keep the investigation in house or look to an outside expert (i.e. the University General Counsel, EEO office).
2. Identify potential witnesses.
4. Develop appropriate and legal witness questions and maintain the confidentiality of all parties involved.
5. Interview witnesses by actively listening and effectively probing for answers.
6. Sort facts from hearsay and rumor.
7. Develop and think through a technique which will elaborate and clarify information from witnesses.
8. Document some aspects of the investigation.
9. Take steps to prevent the documentation from being turned into a treasure trove of evidence that would work against the institution in a lawsuit.
10. Upon completion of the investigation, discuss the findings with the accused; avoid confrontational or even violent situations.
11. Consult the University General Counsel.

**Office Code of Conduct**

**Dress**

This section defines appropriate dress code that would project a professional office image. Although the University does not have an official dress code, it is expected that all employees will maintain a neat, clean and appropriate appearance. Some jobs require employees to wear certain types of clothing or gear for health, safety, or security reasons. Employees should dress appropriately for the type of work that is performed. The supervisor will provide guidance in this matter.
Drug-Free Workplace Policy

There is a need for drug and substance abuse prevention in our office. The University prohibits the unlawful manufacture, distribution, dispensation, possession or use of alcohol or a controlled substance in and on any University owned or controlled property. Any Florida A&M University employee determined to have violated this policy shall be subject to disciplinary action for misconduct, which action may include termination. No employee is to report to work while under the influence of alcohol or illegal drugs. Violation of these policies by an employee will be reason for evaluation/treatment for a drug use disorder or for disciplinary action up to and including termination in accordance with applicable collective bargaining agreements, Board of Regents and/or University policies and procedures. The University will make referrals to local.

Interoffice Flow

All staff members should communicate to others how they can be reached if they leave the office. For effective operation of the office it is important to communicate every employee’s whereabouts at any given time and also how to reach them.

Phone Calls and Visits

This section establishes the office policy to limit personal calls and visits and to discourage family members from calling or visiting, unless there is an emergency situation. The Office Manager will inform staff members of the procedures for reporting personal calls.

Telephone Etiquette

The Registrar’s Office is essentially a customer service center. Good telephone etiquette is an integral part of customer service. This section lists the rules of good telephone etiquette (e.g., providing information, putting callers on hold, transferring calls, placing calls, and leaving messages).

Transferring Calls

After explaining to the caller that you are unable to answer his/her question, ask the caller if you can transfer the call to the appropriate office.

If the caller seems annoyed about being transferred, refer him/her to a supervisor rather than risk poor customer service. Unknown to you, the caller may have been bounced from one wrong number to another.

When you have the information or person the caller has been waiting for, get the caller’s attention by using their name and thanking them for waiting.

Mail – the Office Receptionist and Administrative Assistant are responsible for opening and routing mail to appropriate staff persons.

News Releases – The University has indicated the person(s) responsible for news releases. No employee may make any statements or release any information to newspaper, radio or TV media (i.e., campus, local, national, or international) without the permission of the Registrar.
Office Fund Policy – The purpose of the office fund is to provide funds for events or activities and for purchase of items such as flowers, gifts, party foods, etc. The amount to be contributed, usually on a biweekly basis (pay days), may be adjusted as the case may be. Other uses may be recommended by any personnel in the registrar’s office.

Official College/University Holidays – Time periods officially recognized by the institution as “holiday” are usually published and designated by appropriate administrators.

Overtime – See Compensatory Time.

Party Supplies – Occasionally, there is a need for parties or “get-togethers” in the office. Party supplies may be donated by employees (i.e. plastic forks, knives, spoons, paper towels, paper or plastic plates, napkins) or purchased with the office fund.

Profanity/Gossip/Rumors – The use of inappropriate or profane language and the spread of gossip and rumors in a professional office environment is strictly discouraged in the Registrar’s Office. Disciplinary consequences of such behavior are dealt with through advice from the Human Resources Office.

Public Relations – Indicators of successful public relations in the Registrar’s Office include gestures of gratitude from our clients – students, faculty, parents and staff. These gestures may include cards, telephone calls, pleasant comments at the counter and favorable results of student surveys, etc.

Resolution of Problems – details the steps followed to resolve questions which may arise regarding either policies, procedures or workplace situations.

Sexual Harassment – This section discusses the institutional policy toward harassment, to which all university offices are expected to strictly adhere.

It is the policy of the Florida A&M University to provide for all employees an atmosphere and work environment characterized by respect for every individual’s right to not be subjected to unwelcome verbal or physical conduct of a sexual nature. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment; submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual; or such conduct has the purpose or effect of unreasonably interfering with an individual’s work; or, creating an intimidating, hostile or offensive working environment.

Every sexual harassment and discrimination complaint must be addressed promptly, investigated thoroughly and handled confidentially.

Sexual harassment does not refer to behavior or occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, that is personally offensive, that fails to respect the rights of others, and that interferes with work effectiveness.

An employee who feels that he or she has been the victim of sexual harassment is strongly encouraged to immediately bring the subject to the attention of the Director of Equal Opportunity Programs.

Staff Meeting – The standard policy regarding procedures to call staff meetings is at the instance of the University Registrar.
**Student Workers** — It is the supervisors’ responsibility to ensure that all student workers are aware of office policies and procedures.

1. Student workers are not expected to do personal errands for staff.
2. Student workers are not allowed to receive either personal visits or phone calls, except in emergencies.
3. All student workers must receive, read and sign a Code of Responsibility for Security and Confidentiality of Records and Files policy sheet regarding FERPA and a Records Office Policies for Student Workers policy sheet.

**Supply Requests** — The procedure for making supply requests is usually determined by the Office Manager. It is the employees’ and/or supervisors’ responsibility to order needed supplies without provocation from the Office Manager.

**Weather Conditions** — The college/university regulations regarding absences and work when there are inclement weather conditions are usually handled by the University Public Relations Office. This form of information is usually relayed to the Registrar who in turn would inform his staff members.

**Work Area** — This section stresses the need to keep work areas clean and neat at all times. Employees are expected to ensure that desk/wall pictures or decorations and computer screen pictures/slogans/statements which could be offensive to either co-workers, students, or staff are not displayed. Each employee is expected to be sensitive to others and be considerate in exercising their freedom of speech.