



STUDENT HANDBOOK

2026-27

FSCJ
Florida State College
at Jacksonville



Welcome to

FLORIDA STATE COLLEGE AT JACKSONVILLE

In a fast-moving global economy, the knowledge and skills students learn must be relevant, purposeful and quickly adaptable — that's why students are coming to Florida State College at Jacksonville (FSCJ). It's time to discover how FSCJ can help you get a great start on the road to your future. We know there's so much to learn about your educational experience, so we've made it easy for you to get the answers to your questions. We invite you to take a look and see what FSCJ has to offer!

FSCJ'S MISSION

Florida State College at Jacksonville empowers students to achieve their goals by providing exceptional learning experiences that promote intellectual growth, civic engagement, and workforce connections.

HOME OF
THE MANTA RAYS

If you have questions
or need assistance,
contact us.
(904) 646-2300

FSCJ

Florida State College
at Jacksonville



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Important Phone Numbers

Collegewide Information & Welcome Center (904) 646-2300

CAMPUSES & CENTERS

Downtown Campus..... (904) 633-8100

101 W. State Street, Jacksonville, FL 32202

Assessment & Certification Center.....	(904) 633-8321
Bookstore.....	(904) 638-6555
Student Financial Services.....	(904) 646-2300
Career Services.....	(904) 633-5972
Child Care Center.....	(904) 632-3122
Library and Tutoring Services.....	(904) 361-6229
Security.....	(904) 633-8200
Student Engagement Center.....	(904) 633-8210
Student Support Services.....	(904) 633-8488
Take Stock in Children.....	(904) 633-5923

Kent Campus (904) 381-3400

3939 Roosevelt Blvd., Jacksonville, FL 32205

Assessment & Certification Center.....	(904) 381-3754
Student Financial Services.....	(904) 646-2300
Career Services.....	(904) 381-3657
Child Care Center.....	(904) 381-3445
Library and Tutoring Services.....	(904) 381-3525
Military & Veterans Service Center (MVSC).....	(904) 646-2300
Naval Air Station (Student Services).....	(904) 646-2290
Security.....	(904) 381-3688
Student Engagement Center.....	(904) 381-3674
Student Support Services.....	(904) 381-3500

North Campus (904) 766-6500

4501 Capper Road, Jacksonville, FL 32218

Assessment & Certification Center.....	(904) 713-6014
Bookstore.....	(904) 638-6657
Student Financial Services.....	(904) 646-2300
Child Care Center.....	(904) 713-6010
Library and Tutoring Services.....	(904) 766-6633
Northeast Florida Criminal Justice Center.....	(904) 713-4900
Security.....	(904) 766-6608
Student Engagement Center.....	(904) 766-6786
Student Support Services.....	(904) 766-6784

South Campus (904) 646-2111

11901 Beach Blvd., Jacksonville, FL 32246

Assessment & Certification Center.....	(904) 646-2263
Athletics.....	(904) 646-2119
Bookstore.....	(904) 638-7882
Student Financial Services.....	(904) 646-2300
Career Services.....	(904) 646-2297
Child Care Center.....	(904) 646-2225
Fire Academy of the South.....	(904) 997-4919
Library and Tutoring Services.....	(904) 646-2120
Military & Veterans Service Center (MVSC).....	(904) 357-8890
Naval Station Mayport (Student Services).....	(904) 646-2290
Security.....	(904) 646-2357
Student Engagement Center.....	(904) 646-2373
Student Support Services.....	(904) 646-2191

Advanced Technology Center

401 W. State Street, Jacksonville, FL 32202

Security.....	(904) 633-8200
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Nassau Center..... (904) 548-4400

76346 William Burgess Blvd., Yulee, FL 32097

Assessment & Certification Center.....	(904) 548-4416
Library and Tutoring Services.....	(904) 548-4468
Security.....	(904) 548-4450
Student Financial Services.....	(904) 646-2300

Cecil Center..... (904) 779-4200

5640 POW-MIA Memorial Parkway., Jacksonville, FL 32221

Assessment & Certification Center.....	(904) 779-4129
Library and Tutoring Services.....	(904) 779-4135
Security.....	(904) 779-4100
Student Financial Services.....	(904) 646-2300

Cecil Center – Aviation Center

of Excellence (ACE)..... (904) 317-3800

13450 Lake Fretwell Street, Jacksonville, FL 32221

Security.....	(904) 317-3803
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Deerwood Center..... (904) 997-2500

9911 Old Baymeadows Road, Jacksonville, FL 32256

Assessment & Certification Center.....	(904) 997-2629
Career Services.....	(904) 997-2786
Child Care Center.....	(904) 409-1100
Library and Tutoring Services.....	(904) 997-2669
Security.....	(904) 997-2650
Student Engagement Center.....	(904) 997-2795
Student Financial Services.....	(904) 646-2300
Student Support Services.....	(904) 997-2689

Urban Resource Center..... (904) 632-5099

601 W. State Street, Jacksonville, FL 32202

Continuing Education.....	(904) 357-8910
Security.....	(904) 633-8200

Administrative Offices (904) 930-9266

501 W. State Street, Jacksonville, FL 32202

Artist Series.....	(904) 632-5000
Florida State College at Jacksonville Foundation.....	(904) 632-3237
Human Resources.....	(904) 632-3210
Security.....	(904) 633-8200



Helpful Links



Academic Advising

fscj.edu/advising

Assessment and Certification

fscj.edu/assessment

Bookstores

fscj.edu/bookstore

Career Services

fscj.edu/student-services/career-services

College Catalog

fscj.edu/catalog

Financial Aid

fscj.edu/financialaid

FSCJ Police and Public Safety

fscj.edu/security

Library and Tutoring Services

fscj.edu/library-and-learning-commons

Military and Veterans

fscj.edu/military-veterans

Scholarships

fscj.edu/scholarships

Student Assistance Program

fscj.edu/sap

Student Life and Leadership

fscj.edu/student-services/student-life

Student Portal

my.fscj.edu

Tutoring

guides.fscj.edu/TutoringServices/Home





Student Rights & Responsibilities

Student Records & Privacy

Family Educational Rights & Privacy Act (FERPA)

Pursuant to Public Law 93-380, the Family Educational Rights & Privacy Act of 1974, students and their parents are advised of certain practices and procedures at FSCJ that relate to student records. Once students reach the age of 18 or are enrolled in a postsecondary program, parents no longer have any rights to student information under this act unless students give written consent to release the information to their parents.

Under this act, students will be accorded access to their records within a reasonable time after the submission of a written request to the custodian of that record. Suitable arrangements will be made by the College to permit records to be reviewed in the presence of a representative of the custodian of records. Students have the right to challenge the content of any record they believe to be inaccurate, misleading or in violation of their rights or otherwise inappropriate and to insert into the record any written explanation of any matter therein. The custodian of the records challenged shall conduct a hearing upon the matter at a reasonable time and place, at which time the student may present any evidence they may have in support of the challenge. If a record is challenged, the custodian of the record shall make a decision at the conclusion of the hearing. This decision may be appealed by the student through established procedures to the student appeals review committee.

Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the College to comply with the requirements of FERPA. They may address their complaint to:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-4605

Students must consent to the release of any student information other than directory information to any person or agency. The student must submit a completed FERPA Consent Form. The completed form must be signed and dated and must specify the information to be released, the reason for release and the names of individuals to whom the information is to be released. Disclosure without consent will be exercised by FSCJ to school officials with legitimate educational interests. A school official is defined as a person employed by the College in an administrative, supervisory, academic or support staff position (including safety and security staff); a person employed by an educational entity with which the College has an educational agreement or contract who has a legitimate educational interest; a person or company with whom the College contracted (such as auditor, collection agent, credential and enrollment verification services); or assisting another official in performing his or her tasks. A school official has a legitimate educational interest if he or she needs to review an educational record in order to fulfill his or her professional responsibility.

In addition, the College may disclose identifiable information from student educational records without student consent to officials presenting a judicial order or lawfully issued subpoena and to military branches in accordance with federal guidelines. The following records are maintained in students' files:

- Application for admission;
- Transcripts from other colleges;
- Academic history records;
- General correspondence

The following information about individual students is classified as "directory information" and may be released upon request to any person:

- Student Name
- Program of Study
- Dates of Enrollment (Start and end dates of the period of attendance, not to individual class attendance records)
- Enrollment Status (active/inactive; full time/part time)
- Degrees, Honors and Awards Received
- For student athletes on our NJCAA-recognized teams: height, weight, hometown and high school from which the athlete graduated
- Student email address and physical address for the use by the College's Foundation and Alumni Network.

Individual students have the right to submit a request in writing to the custodian of student records that all or part of the directory information not be released. Send a request in writing to:

College Registrar
Florida State College at Jacksonville
P.O. Box 40515
Jacksonville, FL 32203-0515

Access to or release of directory information will be withheld until the further written instruction is received from a student.

Law Enforcement Units and Law Enforcement Unit Records

"Law enforcement unit records" (i.e., records created by the law enforcement unit, created for a law enforcement purpose, and maintained by the law enforcement unit) are not "education records" subject to the privacy protections of FERPA. As such, the law enforcement unit may refuse to provide an eligible student with an opportunity to inspect and review law enforcement unit records, and it may disclose law enforcement unit records to third parties without the eligible student's prior written consent. However, education records, or personally identifiable information from education records, which the school shares with the law enforcement unit do not lose their protected status as education records because they are shared with the law enforcement unit.



Collection & Use of Social Security Numbers

In compliance with Florida State Statute 119.071(5), students should be aware that FSCJ collects and uses social security numbers (SSNs) if specifically required by law to do so or if necessary for the performance of the College's duties and responsibilities. The College takes appropriate measures to secure SSNs from unauthorized access and does not release SSNs to other parties except as required to fulfill the College's duties and responsibilities.

Admissions

Federal legislation related to the American Opportunity Tax Credit requires that all postsecondary institutions report student SSNs to the Internal Revenue Service. This IRS requirement makes it necessary for colleges to collect the social security number of every student. A student may refuse to disclose his or her SSN to the College, but the IRS is then authorized to fine the student in the amount of \$260. In addition to the federal reporting requirements, the public-school system in Florida uses SSNs as a student identifier (FS 1008.386). In a seamless K-20 system, it is beneficial for postsecondary institutions to have access to the same information for purposes of tracking and assisting students in the smooth transition from one education level to the next. Taxpayer Identification Numbers (TINs) are used by the Admissions Department for meeting reporting requirements necessary to comply with Department of Immigration requirements.

Continuing Education/Corporate Training

Because of Florida State Education Reporting requirements, students who enroll in Continuing Education and Corporate Training classes are required to submit an SSN.

Financial Aid

The Financial Aid Office uses SSNs to coordinate and verify eligibility and disbursement requirements for federal, state and institutional aid programs. The Federal Department of Education requires students to submit their SSN when completing the federal application for student aid. The student's SSN is then used by the College to match applicant's records, verify eligibility and coordinate benefits with other programs. The College reports to various state and federal agencies SSNs for students receiving benefits from aid programs. Agencies include but are not limited

to the National Student Loan Clearinghouse, the Veteran Affairs Administration and the Florida State Department of Education. In performing the duties required to administer these programs, FSCJ shares the student's SSN with vendors contracted by the College to assist with compliance of federal and state requirements. The vendors are authorized to use SSN to complete the tasks contractually required and are not authorized to use SSN for any other purpose. Currently, vendors include Federal Family Educational Loan providers, guarantors and servicers of federal loans and the College's bookstore provider.

Financial Services

Various offices within Financial Services use social security numbers (SSN) to comply with federal and state regulations and in the performance of duties and responsibilities assigned to the office. The Purchasing and Accounts Payable Offices are required by the Internal Revenue Service to collect SSNs from students before rendering payment for goods and services purchased by the College. The SSN may be reported on an IRS 1099 form if required. The Payroll Department uses SSNs for reporting requirements related to administering student employee wages and benefits. When a student is employed by the College, SSNs are collected and maintained on the Internal Revenue Service required W4 form and reported on the IRS required W2 form. Additionally, the Payroll Department uses SSNs in the collection and verification of student direct deposit requests for wages as allowed by FS 119.71(2)(a) and FS 119.71(6)(c). The Project Accounting Office uses SSNs for complying with federal, state and local grant contractual requirements. Project Accounting may report student SSNs to a funding agency for individuals receiving assistance from a grant or contract. SSNs are also collected and used to meet annual state reporting requirements for retiree insurance participants.

The Bursars Office collects SSNs for identification and verification of students to third party sponsors who provide financial assistance to the student, for satisfying billing and payment issues, and for tax reporting as allowed by FERPA and FS 119.71(2)(a) and FS 119.71(6)(c). The Bursars Office provides the IRS with SSNs for students when fulfilling IRS 1098-T or IRS 1042 annual reporting requirements. SSNs are also provided to various collection agencies that require SSN information to meet Fair Collections Reporting Act requirements. along with reporting debt information to credit bureaus.

Registrar

The College registrar collects SSNs from students for business purposes in accordance with parameters outlined by the U.S. Department of Education. SSNs are reported to the state of Florida as required by state reporting requirements for postsecondary institutions.

Student Conduct

FSCJ is dedicated to maintaining an environment that fosters student success. The College endeavors to protect the rights of students and expects all students to act responsibly. Any act or behavior by a student that impairs, interferes with, or otherwise disturbs or obstructs the orderly conduct, processes, functions, and/or interests of the College is expressly prohibited. Each student is



subject to federal and state laws, respective county and municipal ordinances, and all rules and regulations of the College. Violations of published laws, ordinances, rules, or regulations may subject the violator to the appropriate disciplinary action by College authorities. Disciplinary action, unless otherwise provided by law, may include fines; the withholding of diplomas or transcripts, pending

compliance with rules on payments of fines; and the imposition of probation, suspension, or dismissal. Students shall be afforded due process prior to the administration of disciplinary action for violation of College conduct policies. The Expectations of Student Conduct can be located by clicking on the appendix link in the College [Catalog](#).

Title IX – Sexual Misconduct

Title IX is a Federal Civil Rights law that prohibits sex-based discrimination in any school or education program that receives Federal funding. This covers academics, athletics, admissions, financial aid and employment. It specifically mandates protection against sexual harassment, assault, pregnancy and parenting discrimination, and unequal athletic opportunities.

FSCJ is committed to building and maintaining an educational environment that is free from all forms of sex/gender discrimination and sexual misconduct in which all FSCJ students can learn, work, develop and succeed. In support of that commitment, the College will actively promote awareness and prevention efforts and respond promptly to all reports of violations of Title IX and sexual misconduct. Creating a safe campus environment and a culture of respect is the shared responsibility of all members of the College community, individually and collectively.

Students, staff and faculty are prohibited from engaging in any behavior which would be a violation of Title IX (see APM Title IX 11-801, Title IX Grievance Process) and any form of sexual misconduct including but not limited to: gender-based harassment, sex-based harassment, sexual assault, relationship violence, stalking and sexual exploitation (as outlined in the Resolution of Sexual Misconduct Complaints (non-Title IX) policy [APM 11-0802](#)).

Retaliation against any person for filing a Title IX/Sexual Misconduct complaint, assisting someone in filing a complaint, or participating in the investigation/resolution process (i.e., witness) is also strictly prohibited by Federal Law and FSCJ Policy.

Get Help and Report

To report incidents of violations of Title IX or sexual misconduct to the College, contact:

- Title IX Coordinator
titleix@fscj.edu
(904) 361-6204
Urban Resource Center, Suite 107L
601 W. State Street, Jacksonville, FL 32202
- **OR** The U.S. Department of Education's Office for Civil Rights: ed.gov/about/ed-offices/ocr
- **OR** A Deputy Title IX Coordinator: Any of the five [Student Support Coordinators](#) serving Downtown Campus, Kent Campus, North Campus, South Campus and Deerwood Center.

To report incidents of violence or sexual misconduct to local law enforcement, contact:

- In emergency situations call 911 for 24/7 help
- FSCJ Police at (904) 633-8300;
- FSCJ Security at (904) 633-8200;
- Jacksonville Sheriff's Office at (904) 630-0500; or
- Nassau County Sheriff's Office at (904) 548-4009

FSCJ does not discriminate on the basis of sex and prohibits sex discrimination in any education program or activity that it operates, as required by Title IX and its regulations, including in admission and employment.

Seek Medical Assistance and Treatment

FSCJ strongly encourages individuals who have been a victim of violence, sexual assault, relationship violence, and/or stalking to seek all needed medical assistance and treatment as soon as possible to treat injury, prevent or treat sexually transmitted infections and prevent pregnancy. Medical facilities can also screen for the presence of sedative drugs.

Obtain Free and Confidential Support

FSCJ Resource:

- ♦ Student Assistance Program (SAP)
 - 24-hour Helpline: (904) 384-1800 (local) or (855) 384-1800 (toll-free)
 - **OR** visit fscjsap.com to schedule an in-person meeting or chat online.

Community Resources:

- ♦ The Women's Center of Jacksonville (WCJ)
 - 24-hour Rape Crisis Hotline: (904) 721-7273
 - thewcj.org
- ♦ Hubbard House
 - 24-hour Hotline: (904) 354-3114 (local) or (800) 500-1119 (toll-free)
 - hubbardhouse.org
- ♦ Micah's Place
 - 24-Hour Hotline: (904) 225-9979 (local) or (800) 500-1119 (toll-free)
 - micahsplace.org



Equal Access/Equal Opportunity

FSCJ is committed to the principle of equal access/equal opportunity in accordance with the provisions of the Florida Educational Equity Act and all other relevant state and federal laws, rules and regulations. The commitment of FSCJ's District Board of Trustees and the College administration to equal opportunity extends to all facets of governance, operational procedures, instructional programs, student activities and services. The admissions and employment policies of the College provide equal access to educational services and equal opportunity for employment within the College.

FSCJ, hereby reaffirms the principle of equal opportunity for all persons regardless of race, disability, color, ethnicity, national origin, religion, gender, age, sex, sexual orientation/expression, marital status, veteran status, pregnancy or genetic information. Any person who believes they have been subjected to conduct that violates the College's Equal Access/Equal Opportunity: Non-Discrimination, Harassment or Retaliation policy (6Hx7-2.1), or who has been accused of such conduct, may seek advice from or consult with the College Civil Rights Compliance Officer by emailing CRCO@fscj.edu or calling (904) 632-3221.

Procedures for Alleged Academic Dishonesty

Academic dishonesty, in any form, is expressly prohibited by the rules of the District Board of Trustees of FSCJ.

As used herein, academic dishonesty incorporates the following:

1. Cheating is defined as the giving or taking of any information or material with the intent of wrongfully aiding one's self or another in academic work considered in the determination of course grade or the outcome of a standardized assessment.
2. Plagiarism is defined as the act of stealing or passing off as one's own work the words, ideas or conclusions of another as if the work submitted were the product of one's own thinking rather than an idea or product derived from another source, including the product of artificial intelligence.
3. Any other form of inappropriate behavior which may include but is not limited to:
 - a. falsifying records or data,
 - b. lying,
 - c. unauthorized copying,
 - d. tampering,
 - e. abusing or otherwise unethically using a computer or other stored information, and
 - f. any other act or misconduct which may reasonably be deemed to be a part of this heading.

Any student alleged to have committed any act of academic dishonesty as defined herein shall be entitled to due process as set forth in DBOT Rule 6Hx7-11.1, Student's Rights and Responsibilities prior to the administration of disciplinary action including suspension and dismissal.

Classroom Assessment

1. A faculty member who has a concern regarding a student's conduct in the area of academic honesty may elect to meet with the student directly. Notice to the student should follow the general format of the student notice form which is attached to the end of this procedure.
2. Once the student is notified, it is advised that the student resolve the matter with the faculty member, however, at any time the student may request a hearing with the appropriate academic dean.
3. Meeting(s) referenced above shall meet the College's requirements for due process.
4. Following the discussion with the student, the faculty member may take one or more of the following action(s):
 - a. Verbally warn the student that continuation or repetition of misconduct of this nature may be cause for further disciplinary action.
 - b. Require the student to retake the test or rewrite the assignment.
 - c. Fail the student for the assignment.
 - d. Fail the student for the course.
 - e. Refer the student(s) to the appropriate academic dean for possible suspension or dismissal from the program.

5. For cases in which the student is referred to the appropriate academic dean for action, the dean will appropriately involve the faculty member and inform the faculty member of the disposition of the matter.
6. Each faculty member shall communicate the College's policy on academic honesty to each class section they are teaching.
7. This subject is to be considered an integral part of the faculty member's course syllabus.
8. It is the responsibility of the academic deans and College Provost to routinely inform the faculty of this requirement.

Standardized Assessment

1. Any student alleged to have committed any act of dishonesty on standardized tests administered through the College may be subject to disciplinary action. These assessments include all standardized tests administered through the College assessment offices in both college credit and non-credit programs.
2. Any test examiner or proctor who has a concern in this area shall report this to the appropriate academic administrator for review. Any evidence, description or witness shall be presented for further investigation. The appropriate academic administrator will notify the student, review the situation and determine potential disciplinary action.
3. The appropriate academic administrator may take one or more of the following actions:
 - a. Verbally warn the student that continuation or repetition of misconduct of this nature may be cause for disciplinary action.
 - b. Require the student to retake the test.
 - c. Record failure for that portion of the test and/or not give credit for the course, e.g., credit by Exam.
 - d. Withhold the awarding of the degree/certificate or diploma until the requirement has been satisfied.
 - e. Schedule an academic disciplinary hearing for possible suspension or dismissal from the program.
4. For cases that involve a disciplinary hearing, the dean will involve the appropriate test examiner/proctor and any witness. The recommendation of the hearing will follow due process as defined in DBOT Rule 6Hx7-11.1, Student's Rights and Responsibilities.
5. The Assessment Office will inform students of FSCJ's Academic honesty policy at each test administration.

Academic Honesty violations should be submitted to the Student Conduct Office through the appropriate College reporting system for documentation and tracking purposes.

SAMPLE STUDENT NOTICE

TO:

FROM:

It has been brought to my attention that you may have violated the College's policy regarding academic honesty. Specifically, you have (state charge).

Please plan to meet me in my office (specify campus and room number) at (time/date). If it is not possible for you to meet me at this time, please contact me within one week of receipt of this notice to request a mutually convenient time for a meeting. If you fail to call or elect not to attend the meeting, I will presume that you agree with my charge that you violated the College's academic honesty policy.

If it is determined beyond a reasonable doubt that you have violated the college's academic honesty policy, the following actions may be taken:

1. Verbally warn you that continuation or repetition of misconduct of this nature may be cause for further disciplinary action.
2. Require you to retake the test or rewrite the assignment.
3. Fail you for the assignment.
4. Fail you for the course.
5. Withhold the awarding of the degree, certificate or diploma until the requirement has been satisfied.
6. Refer you to the appropriate academic dean for possible suspension or dismissal from the program.

Your prompt response will help to resolve this matter quickly.

Signature/Name/Title

Health & Safety

Smoking

FSCJ is committed to providing students, employees, faculty and visitors a safe, clean, green and healthy environment. The benefits of a tobacco-free campus include reduced exposure to the health hazards of smoking, improved health of students, employees and visitors and decreased maintenance costs. Furthermore, the United States Surgeon General has stated that there is no safe level of exposure to secondhand smoke. Breathing secondhand smoke for even a short time can be harmful and set processes in motion such as cancer, heart disease and/or respiratory conditions.

FSCJ is a completely tobacco, smoke, and vapor free environment prohibiting the use of all tobacco and vapor products and devices on all campuses, satellite locations, administrative offices and offsite facilities, including parking lots. The purpose of this administrative procedure is to define and delineate the actions to be taken and the responsibilities of College employees, students, vendors and contractors, guests, visitors and members of the public in meeting the spirit, intent and letter of the Board's policy. In furtherance of this policy, the College actively promotes smoking cessation assistance and prevention services to students, faculty and employees who wish to stop using tobacco products. Assistance to students, faculty and employees to overcome addiction to tobacco products and information regarding cessation programs is available through the various College sponsored programs and community partners.

Enforcement of this policy will depend on the cooperation of all faculty, staff and students not only to comply with this policy but also to encourage others to comply with this policy in order to promote a healthy environment in which to work and learn. It is the responsibility of the College community, including visitors, to observe this policy. All administrators, deans, directors, department chairs and supervisors will communicate this policy to everyone within their areas of responsibility. After one year, this procedure will be reviewed and updated as necessary to ensure policy compliance.

Health Services

As a community-based institution, FSCJ relies on health services provided within the community for students. Various health agencies are brought to each campus periodically to make their services available to students. Students should not rely on these services for all of their health care needs and are encouraged to maintain health care insurance at their own expense.

AIDS Information

It is the policy of FSCJ to maintain an appropriate balance between the rights of individuals with Acquired Immune Deficiency Syndrome (AIDS) to obtain an education and the rights of students and employees to an environment in which they are protected from contracting the disease. In order to assist the College in responding to the medical, legal and ethical concerns raised by AIDS and/or AIDS-related issues, procedures were established that address the education, safety and legal rights of students and

employees. The College will be flexible in its response to incidents of the disease, evaluating each occurrence in light of its general policy and the latest information available. FSCJ has partnered with Health Advocate to provide Student Assistance Program services. Health Advocate provides support through in-person counseling, 24/7 telephonic support and connection to community resources. These confidential services are free to students of FSCJ. For information, call (855) 384-1800 (Toll-Free), or (904) 384-1800.



Emergencies & First Aid

The campus security office should be contacted in situations requiring the rendering of first aid. In the case of emergencies involving students who have no physician on record, whose physician cannot be contacted or whose families do not reside in this area, students will be transported to the nearest emergency facility by private means of transportation of their choice or by the Jacksonville Fire and Rescue. Expenses incurred are the responsibility of students.

Emergency Notification Text Alert Messages

FSCJ has adopted an Emergency Notification System that enables the College to send urgent information and notifications to your cell phone and email. The service is available to all current students. Depending on your personal cell phone plan, there may be a nominal fee from your carrier to receive text messages, but there is no charge from the College for using this service. The Emergency Notification System enables College officials to send alerts directly to the registered subscribers' email accounts and mobile phones via text messages. This system gives the College the capability to push time-critical emergency information to employees and students on and off campus quickly. Except for an occasional test message, the Emergency Notification System is intended only to be used for emergency purpose.

Individuals shall be given the option to receive Emergency Notification System text messages, emails or both. All employees and students who have been assigned a College email address shall be automatically enrolled to receive email notifications and are strongly encouraged to enroll for all forms of emergency notification messaging to include phone and text messaging. There is no provision for users having an FSCJ email account to opt-out of email emergency alert messaging. A link has been established in [myFSCJ](#), the College's PeopleSoft Portal, to the vendor's emergency alert website for enrollment. Upon enrollment, a text message or email shall immediately be sent to the enrollee to validate that the account is working properly. Student enrollment shall be for 1 year (phone and text messaging only) unless an individual opts out earlier. Students shall receive an email notice 30 days prior to expiration. Student email accounts



will remain active to receive Emergency Notification System messages.

The College intends to test the system annually. The College offers a mobile safety app which can be downloaded free of charge from the cell phone subscriber app store (Apple or Android/Google). The mobile safety app has, among its many features, the capability for the College to send emergency notification messages.

Occupational Education Safety

Students enrolling in associate in science or continuing education in industrial education programs are required to supply their own personal protection safety equipment, hand tools and tool belt or box by the third week of class. Personal protective safety equipment should comply with applicable industry standards and hand tools should be of an industrial grade. At the beginning of each term, faculty will provide students with shop safety rules and a list of required personal protection safety equipment and hand tool requirements and their approximate costs. Obtaining required equipment and observing prescribed safety rules are mandatory for continued enrollment in industrial education programs.

Drug Education Policy

FSCJ is committed to providing a safe, healthy and productive academic and workplace environment in compliance with the provisions of the Federal Drug Free Schools and Communication Act of 1989, and applicable local, state, and federal laws, rules, and regulations. The academic community – including faculty, administrators, staff, and students – has the collective responsibility to ensure that this environment is conducive to all students' development. Accordingly, the College prohibits the unlawful possession, use, manufacture, sale, or distribution of or being under the influence of illicit drugs and alcohol by students and employees on its property or as part of any of its activities.

The College President or a designee is authorized to impose disciplinary actions for students and employees (consistent with local, state, and federal law), up to and including expulsion for students or dismissal from employment for employees, and referral to law enforcement for violations of standards of conduct

required by this policy. For the purposes of this policy, the College may impose in its discretion a disciplinary sanction that may include the completion of a drug assistance or rehabilitation program approved for such purposes by the Federal, State or local health, law enforcement, or other appropriate agency.

FSCJ has partnered with Health Advocate which provides Employee and Student Assistance Program services. Health Advocate offers confidential counseling and/or crisis intervention service, in addition to support for personal and work/life issues. Support is provided through in-person counseling, 24/7 telephone support, and connection to community resources. Online services providing numerous articles, videos, and informative sources regarding drug education are also available. These confidential services are free to Florida State College at Jacksonville students and employees.

- [FSCJ Student Assistance Program \(SAP\)](#)
- [FSCJ Employee Assistance Program \(EAP\)](#)

Local Substance Abuse Counseling, Treatment and Rehabilitation Programs

The following is provided to students and employees of Florida State College at Jacksonville to communicate some of the substance abuse services in the Jacksonville area. This is a partial list and inclusion of an organization does not imply endorsement, nor does omission imply disapproval.

Department of Children and Families

Substance Abuse and Mental Health Program
5920 Arlington Expressway, Jacksonville, FL 32211
(904) 723-2000

Alcoholics Anonymous

Northeast Florida Intergroup Services
3128 Beach Blvd., Jacksonville, FL 32207
(904) 399-8535

Recovery Keys

Jacksonville Florida
(904) 551-1394

Narcotics Anonymous

First Coast Area of Narcotics Anonymous
P.O. Box 2846, Jacksonville, FL 32203
(904) 723-LOVE (5683)

Epic Community Services, Inc.

3910 Lewis Speedway Ste 1106
St Augustine, FL 32084
(904) 829-2273

Campus Policies

Children on Campus

Florida State College at Jacksonville is committed to maintaining an environment conducive to learning. Parents and guardians are expected to assist the College in maintaining an appropriate and productive environment. While visiting campus, children should be accompanied by adults at all times. Children are allowed to accompany parents on campus to schedule necessary appointments. However, for the most effective use of time, children under the age of 16 are otherwise not permitted during instruction-related appointments, in instructional areas, and areas providing instruction-related services (e.g., classrooms, assessment areas, libraries, tutoring centers, orientations and workshops). Every attempt should be made to arrange for appropriate child care off campus or at the child development centers on campus prior to your visit. An exception to this rule is the joint-use FSCJ Nassau Center Library.

Concealed Firearms and Weapons

Florida's new Conceal Carry Law went into effect July 1, 2023. Essentially the law **has not** changed regarding carrying firearms and weapons as it pertains to colleges, universities and a number of other prohibited carry locations:

There will be no "concealed carry" in prohibited areas. This law does NOT permit people to carry firearms or weapons into places that they couldn't before (i.e., courthouses, police stations, schools, jails, universities or college buildings).

A "**concealed firearm**" means any firearm which is carried on or about a person in such a manner as to conceal the firearm from the ordinary sight of another person. S. 790.001(2), F.S. "**Weapon**" means any dirk, knife, metallic knuckles, slungshot, billie, tear gas gun, chemical weapon or device, or other deadly weapon except a firearm or a common pocketknife, plastic knife, or blunt-bladed table knife. S. 790.001(13), F.S.

Distribution of Leaflets & Posters

Students who want to distribute or post printed material such as posters, leaflets or fliers on campus must secure approval from the Student Engagement Office in advance. The Student Engagement Office will provide to students lists of certain rules governing the distribution of printed materials. The purpose of these rules is to keep the campus attractive and free of litter.

Cell Phones

Students must set cell phones and other such devices to silent modes, or turn them off, while class is in session.

College Issued Identification Cards

For the safety and security of students and employees of the College, all students enrolled for classes at FSCJ



and all employees of the College shall be issued a College identification card (ID). All employees of the College shall openly display (wear) their College-issued ID at all times while on College property. All students attending classes at FSCJ shall openly display their College-issued ID while on campus. If a student is not openly displaying their College-issued ID, students shall produce their issued College ID upon request by any College security officer, law enforcement officer or other College employee. Students shall then be advised to wear their College-issued ID while on campus.

Regulation Changes

The College reserves the right to change rules, regulations, policies and procedures at any time.



Parking

All students using parking areas on FSCJ property must register any motor vehicle used on campus with the Security Department. This includes Continuing Workforce Education (CWE) and Post-Secondary Adult Vocational (PSAV) students. Effective Fall Term 2016, students intending to use a motor vehicle on College property will be required to register their vehicle with the Security Department.

College motor vehicle registration forms for student and employee parking decals are available [online](#) or visit the FSCJ Police and Public Safety [webpage](#) for more information. Students will need to complete the Online Parking Registration form in order to be issued a parking decal. Students will need access to information contained on their driver's license, vehicle registration and insurance card in order to complete the online registration process. Once completed, they will need to bring their valid driver's license, vehicle registration and insurance card to any Security Department Office on campus to obtain a parking decal.

Students will be allowed 10 business days beginning with the first day of the new term in which the student has enrolled to register the motor vehicle and obtain a parking decal. Decals are not transferable. Students will be issued self-adhesive decals that affix to the lower left corner of the rear windshield (outside, driver side). A new parking decal will be required each academic year (issued at Fall Term). Self-adhesive decals will be displayed in a conspicuous place (windshield or left front fork) on motorcycles.



Parking & Traffic Regulations

Students may park only in designated student parking areas; parking in faculty, staff or visitor spaces is prohibited. Parked motor vehicles must not obstruct access ramps, loading zones, traffic or obstruct access for an emergency vehicle. Parked motor vehicles cannot interfere with normal College operations or create a hazard. Motor vehicles parked in such a manner are subject to being issued a citation for the violation or being towed. Motor vehicles subject to citation include the following violations:

- A. Vehicle Not Registered;
- B. Expired Decal on Vehicle;
- C. Vehicle Parked in Restricted Area; and/or
- D. Unauthorized Vehicle in Handicapped Parking

Pursuant to Florida Statutes, vehicles may be subject to towing under certain circumstances. Vehicles found in violation of FSCJ parking rules and regulations will be issued a parking citation. The third subsequent parking citation issued to the same vehicle within the same academic year will result in the vehicle being towed by the College's contracted vendor at the owner's expense. Vehicle owners who receive a citation after their vehicle has been towed will be designated as a habitual violator. For the purposes of towing, citation forgiveness will occur at the beginning of each term.

Accident Reporting

Any traffic crash/accident on college property should be reported immediately to FSCJ Police and Public Safety or the Jacksonville Sheriff's Office. If at the Nassau Center, the Nassau County Sheriff's Office should be contacted. Any driver of a vehicle involved in an accident resulting in injury or death to another, or property damage in any amount, must immediately notify law enforcement.

Computing Policies

Internet and Computer Network Policies

Definitions

Artificial Intelligence

Artificial Intelligence (AI) refers to computer systems, software, and algorithms capable of performing tasks that typically require human intelligence, such as problem-solving, data analysis, natural language processing, decision-making, and content generation. AI tools may include, but are not limited to, machine learning models, generative AI, chatbots, automated writing assistants, and image or code generation technologies. The College recognizes the growing role of AI in education, research, and administration; however, its use must align with academic integrity, ethical responsibility, and intellectual property standards.

AI-generated content must comply with applicable copyright and intellectual property laws, including fair use principles. Users should ensure that AI tools do not infringe upon proprietary content or violate the rights of content creators. When AI tools contribute to academic or professional work, users must disclose their use and provide appropriate attribution when required. This includes acknowledging AI-generated content in research papers, presentations, or assignments, as per citation guidelines set by the College or relevant academic disciplines. Work submitted for academic credit must primarily reflect the student's own understanding, analysis, and effort. AI-generated content should supplement, not replace, original thought. Submitting AI-generated work as one's own without proper acknowledgment constitutes academic misconduct and may result in disciplinary action.

AI must be used responsibly and in ways that align with ethical standards. It should not be employed to fabricate information, mislead others, engage in plagiarism, or circumvent academic requirements. The use of AI tools for assessments, unless explicitly permitted by instructors, is prohibited. Violations of this policy, including plagiarism or misuse of AI-generated content, will be subject to the College's academic integrity procedures. Faculty and staff are responsible for guiding appropriate AI use within their courses and professional duties. The College reserves the right to update this policy as AI technologies evolve. For questions regarding the ethical use of AI in academic and professional contexts, individuals should consult their instructors, academic advisors, or the Office of Academic Integrity.



Digital Cookies

Cookies are small data files stored by your web browser on behalf of a website and returned to the website upon request. The College's websites may use cookies to maintain session data, allowing information to persist across multiple pages during a single visit, and to recognize returning users to facilitate site functionality between visits.

If you prefer not to accept cookies, you may disable them in your browser settings or configure your browser to prompt you before accepting new cookies. However, disabling cookies may cause certain website features to function improperly.

Unless explicitly stated otherwise on the College's websites, cookies are used solely for these purposes. Cookies remain stored on the user's device; the College does not store cookies on its systems or transmit them to external parties. Additionally, unless otherwise specified, the College's websites do not utilize cookies to track user activity across different websites or share cookie data with third parties.

Digital and Software Piracy

Engaging in digital and software piracy is strictly prohibited and constitutes a felony. Any individual or organization found guilty of illegally copying, distributing, or otherwise using computer software, or any other copyrighted materials such as music, videos, or games, may face severe consequences. Penalties include imprisonment for up to five years, fines up to \$250,000, and potential civil lawsuits for damages and other relief. In particular, unauthorized duplication of software purchased by the College is a violation of copyright law and is subject to these penalties, as well as strict disciplinary action and, where applicable, criminal prosecution.

Network Traffic Monitoring and Logging

In order to ensure network security and maintain consistent service for all users, the College utilizes software programs to monitor network traffic, detect unauthorized access or attempts to access nonpublic information, identify computer viruses and other potentially harmful software, and optimize the performance of the College's network infrastructure.

During the course of such monitoring, these programs may collect data, including but not limited to email headers, network packet addresses, and other relevant network-related information. The information gathered through these activities is strictly used for the purpose of safeguarding the security and efficiency of the College's networks and computer systems.

Personally identifiable information obtained through these monitoring activities will not be disclosed to external parties without your consent, except as required by law.

Prohibited Applications

Section 112.22(1)(f) of the Florida Statutes defines a "prohibited application" as any Internet application created, maintained, or owned by a foreign principal that engages in activities such as collecting sensitive data, compromising email security, conducting cyber-espionage against public employers, tracking individual users, or disseminating



disinformation or misinformation through algorithmic modifications. Additionally, it includes any Internet application deemed by the Department of Management Services to present a security risk through unauthorized access to or unavailability of public employer's digital assets, systems, networks, servers, or information.

The College has implemented additional measures to enhance security and integrity by complying with Section 112.22(1)(f) of the Florida Statutes. Users may access the list of prohibited applications maintained by the Florida Department of Managed Services for further guidance on applications that are not permitted within the College's computing environment.

User-Provided Information

While using the College's websites, you may choose to voluntarily provide personally identifiable information to facilitate specific services or requests. Examples include submitting electronic mail (via a mailer or web form) to request information, signing up for a mailing list, or providing a mailing address for the receipt of applications or other materials. Any personally identifiable information submitted will be used solely for the stated purpose.

Requests for information will be directed to the appropriate staff for response and may be recorded to improve the website's functionality and responsiveness to similar inquiries. The College

does not sell, exchange, or otherwise distribute personally identifiable information without the individual's consent, except as required by law. However, the College reserves the right to work with third-party vendors to host and manage this information exclusively for the intended purposes, in compliance with this policy.

Personally identifiable information is retained only for the duration necessary to support normal operations. Each webpage that requests such information will disclose its intended purpose. If you do not wish for your information to be used as described, you are not obligated to provide it. For questions or concerns regarding the use of personally identifiable information, please contact the designated individual listed on the respective webpage or in the contact section below.

Website Visit Logs

The College's websites routinely collect and store information from online visitors to facilitate site management and enhance user experience. The collected data includes, but is not limited to, pages visited on the site, the date and time of access, the URL or IP address of the referring site, the domain name and IP address from which access occurred, the browser version, browser capabilities, and search terms used within the College's search engines.

The College does not attempt to identify individual visitors through this information. Any personally identifiable information collected will not be disclosed to external parties without your consent, except as required by law.

Computing Facilities Policies and User Agreement

Please read the following agreement carefully. By accessing or using the College's computing systems, users agree to comply with the College's Acceptable Use Policy, its terms and conditions, and all applicable federal and state regulations.

Florida State College at Jacksonville Computing Facilities Policies and User Agreement

Florida State College at Jacksonville (hereafter referred to as "the College") computing facilities include any computer, network, peripheral, operating system, software, or any combination thereof that is owned, licensed, or otherwise under the control of the College. Employees and students (hereafter referred to as "users") acknowledge and agree to the following terms. The College computing facilities are provided to support the academic mission and administrative functions of the College. Users assume full responsibility for ensuring that their use of these resources is effective, efficient, ethical, lawful, and respectful.

Authorized IT personnel may, while performing routine operations or investigating system issues, access data and software stored within the College computing facilities, including electronic mail. The College is not liable for any data loss, system delays, performance issues, or other damages resulting from the use of its computing resources. Certain systems within the College are operated under specific license agreements, which restrict usage to instructional and research-related purposes. Users agree to comply with the terms of these licenses.

Artificial Intelligence (AI) tools may be used within the College's computing environment for academic and administrative purposes. However, users must comply with intellectual property laws, fair use principles, and academic integrity policies when utilizing AI-generated content. Users must disclose the use of AI tools in academic work where required and may not employ AI to engage in plagiarism, fabricate information, or violate College policies. AI tools may not be used to misrepresent an individual's work or to circumvent academic requirements.

The College websites use digital cookies to enhance user experience and optimize system performance. Cookies store session-related data to facilitate website navigation and retain user preferences. Users may choose to disable cookies in their web browsers, but doing so may affect the functionality of certain College web services. The College does not use cookies to track users across external websites or to exchange cookie data with third parties unless explicitly stated in the website's privacy policy.

The College strictly prohibits digital and software piracy. Users may not copy, distribute, or use copyrighted software, media, or digital content without proper authorization or licensing. The unauthorized reproduction, downloading, or distribution of software, including peer-to-peer file sharing of copyrighted material, is a violation of college policy and applicable laws. Users found engaging in software piracy may face disciplinary action and legal consequences.

Network traffic monitoring and logging are conducted to maintain the security, performance, and integrity of the College's computing infrastructure. The College employs

monitoring tools to detect unauthorized access, network intrusions, and potentially harmful software. Information such as email headers, network addresses, and access logs may be collected during routine security monitoring. Data obtained through network monitoring is used strictly for maintaining system security and is not shared with external parties unless required by law.

Prohibited applications include any software or tools that compromise network security, interfere with system operations, or violate College policies. Unauthorized applications such as hacking tools, malware, cryptocurrency mining software, and unauthorized remote access utilities are strictly forbidden. The College reserves the right to block, remove, or restrict applications that pose a security risk or degrade system performance.

Users who provide personal information through college websites, email communications, or web forms do so voluntarily. Personal data submitted to the College is used only for the stated purpose, such as responding to inquiries, processing applications, or managing academic records. The College does not sell, exchange, or distribute personal information to external parties without user consent unless required by law. Users who do not wish to provide personal information through college websites may contact the designated College representative for alternative options.

Website visit logs are routinely collected to analyze site usage, improve online services, and manage digital resources. Information collected may include the pages visited, the date and time of access, the referring website, the user's IP address, browser version, and search terms used within the College's online platforms. The College does not attempt to identify individual users from visit logs, and personally identifiable information is not shared externally unless legally mandated.





Users must take all necessary steps to protect the integrity of the College computing facilities. This includes safeguarding access credentials such as account numbers, passwords, and authorization codes. Users are responsible for all activities conducted under their assigned credentials. All users must respect intellectual property rights, including software and data copyrights, and take reasonable steps to maintain the integrity and privacy of available software and data. Users must also comply with all College policies, including those governing codes of conduct, academic integrity, and workplace or campus environment standards.

Users must adhere to the policies set by administrators of external networks accessed through the College computing facilities, as well as the policies established by the College's computing administrators. To maintain and manage the College's technology infrastructure, the College utilizes management systems and tools that collect information about devices and software used within the College's computing network. Such information may include user IDs, device models, unique device identifiers, and operating systems. College staff will ensure that data collection is conducted responsibly and in accordance with state and federal laws, solely for the purpose of maintaining and securing the College's computer and telecommunication network.

Users must respect the privacy of electronic communications and files stored within the College computing facilities or on external networks accessible through the College systems. However, users acknowledge that system administrators may monitor or review transactions and stored data as part of normal operations. The College does not guarantee privacy

or confidentiality for data transmitted or stored on its computing systems. User accounts or programs may be terminated or modified if they consume excessive system resources, degrade system performance, or threaten system integrity. Users may only access public domain resources or facilities for which they have received explicit authorization from the College.

Users are strictly prohibited from using the College computing facilities for personal financial gain, unauthorized business activities, or any unlawful purposes. Prohibited activities include, but are not limited to, introducing computer viruses, destroying or altering data, interfering with system access, harassing other users, disrupting College computing resources, or attempting to bypass security controls. Employees are required to complete Information Security Awareness Training and any follow-up training sessions. Employees must adhere to best practices covered in these training programs to ensure compliance with security policies.

Violation of this agreement may result in temporary or permanent loss of access to the College computing facilities and may lead to disciplinary action, including but not limited to suspension, termination, or legal consequences. Users understand that their acceptance of these terms is incorporated into their student admission or employment application. By accessing a college system, users affirm their agreement to abide by this Acceptable Use Policy, all related College policies, and applicable federal and state regulations

By signing onto a college system, you agree to abide by the College's Acceptable Use Policy, its terms and conditions as well as federal and state regulations.

New Student Orientation

Your First Dive into FSCJ

Starting college is exciting—but let's be honest, it can also feel a little overwhelming. That's where New Student Orientation comes in. Whether you're new to college or returning after some time away, New Student Orientation is here to help you get comfortable, feel confident, and start your journey as part of the FSCJ Manta Ray community.

First-Time-In-College (FTIC) Students

FTIC students should plan to attend **in-person** orientation to get the whole Manta Ray experience.

Why is attending in person so important? Starting college is a big step, and showing up in person helps you feel less alone. You'll connect with other new students, meet helpful staff, ask your questions, and get honest answers in real time. Students who make early connections are more likely to stay in college and reach their goals.

Transfer and Returning Students

Transfer and returning students can attend in-person New Student Orientation or complete the Online Orientation.

To access Online Orientation, log in to **myFSCJ** and click "Online Orientation" under the Useful Links section. And good news, you can go back and review it any time you need a refresher.

No matter your path, New Student Orientation is your guide to getting started at FSCJ with clarity, confidence and connection.



Accreditation

The Office of Institutional Effectiveness provides leadership, support and resources for accreditation. These processes assist the institution in maintaining SACSCOC accreditation and program accreditation, promoting achievement of mission and goals, and fostering continual enhancement of the institution's programs and services for the benefit of the College community.

SACSCOC Accreditation

Florida State College at Jacksonville is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award associate and baccalaureate degrees. Florida State College at Jacksonville also may offer credentials such as certificates and diplomas at approved degree levels. Questions about the accreditation of Florida State College at Jacksonville may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC's. (www.sacscoc.org)

Program Accreditation

In addition to the College's institutional accreditation through SACSCOC, some programs are accredited through their own discipline-specific accrediting agencies. The list of specialized program accreditations can be [viewed here](#).

Contact

Dr. Jerrett Dumouchel
Jerrett.Dumouchel@fscj.edu

Academic Advising

Rayzor Ready Starts Here.

Our Navigators will help you to start your journey at FSCJ, and our Academic Advisors are available to help keep you on track. Whether you're planning your classes, choosing a major or looking for support, we're here to help you succeed.



How We Can Help.

- **Plan Your Degree.** Build a course plan that keeps you moving toward graduation.
- **Register for Classes.** Choose the right courses and enroll with confidence.
- **Navigate Forms & Policies.** Get guidance on academic forms, petitions and appeals.
- **Connect to Resources.** We'll help you find tutoring, counseling, accessibility services and more.
- **Ask Questions.** Not sure where to start? Our Navigators will help point you in the right direction!

Advising Center Locations

- Deerwood Center, Bldg. D, Suite. 2400
- Downtown Campus, Bldg. A, Suite. 1100
- Kent Campus, Bldg. B, Suite. 102
- North Campus, Bldg. E, Suite. 124
- South Campus, Bldg. U, Suite. 101
- Nassau Center, Bldg. A, Suite. 105
- Cecil Center, Bldg. A, Suite. 110

Video Resources

- [Using myGradPlan to plan your courses](#)
- [What to Expect from an Advising Session](#)
- [How to Pick Your Major](#)

Stay Rayzor Ready

1. **Meet with your advisor at least once each term.** Book an appointment on [myGradPlan](#).
2. **Review your degree progress** in [myGradPlan](#).
3. **Ask for help early** – we're here to help before small issues become big ones.
4. **Check your student email** – Important updates and reminders come here first.
5. **Need a quick answer? Ask Rayzor** – help is just a click away!

Your Assigned Advisor

- Every A.A. and A.S. student is paired with an assigned academic advisor during their first term.
- **Need help right away?** If your assigned advisor isn't available, another advisor is always happy to assist. Simply call (904) 646-2300 for a same-day phone call, or stop by an advising office to sign in.
- Want to request a different advisor? email advising@fscj.edu.

Scheduling Advising Appointments

Current students can schedule appointments with their assigned academic advisor using [myGradPlan](#).

Need immediate support?

Walk in to your campus Advising Center.

Or join the line for a same-day call from an advisor!

Visit fscj.edu/advising for more details.

Assessment and Certification Centers

FSCJ Assessment and Certification Center staff provide high quality services to our community. We adhere to the National College Testing Association (NCTA) Professional Standards and Guidelines. Assessment Centers are located at each campus or center. Additional information on each specific location, hours of operation, and services offered can be found by visiting fscj.edu/assessment.

About Our Centers

The primary focus of our assessment centers is to offer a professional testing experience that supports the attainment of academic, career, personal and professional goals for our FSCJ, non FSCJ and vendor testing candidates. Many students will utilize our services for college placement testing, faculty make-up examinations, credit by exam testing and/or examinations for industry certifications. For each test administration, there are guidelines for testing:

1. Testing is by appointment only.
2. Every testing candidate must have a government-issued, photo ID to test.
3. All Centers strictly enforce FSCJ's Academic Honesty Policy.

Credit by Exam - Closer Than You Think

FSCJ offers several options for credit by examination, whereby you may earn college credits for what you have learned in life or on the job. Successful completion of examinations for college credit may allow you to skip some courses and complete your degree faster. The cost of earning college credits by passing a credit by exam is oftentimes less than half the cost of tuition, and don't forget the savings of your valuable time!

Students may earn up to 45 semester-hour credits toward a degree through credit by examination. Learn more by visiting [Credit by Exams](#).

Testing for Distance Learning Students

The Distance Learning program offers proctored testing services for students enrolled in online courses. We also offer testing services for students registered with Student Support Services, who may receive testing accommodations. Please work closely with your professor to discuss various testing options for each course. For more information on testing remotely at a Non-FSCJ testing location, please visit the [Remote Site Testing Options](#) webpage.

Learn more by visiting the Distance Learning [webpage](#) or by contacting the distance learning team at oc-proctoredtesting@fscj.edu.



Academic Progress

FSCJ is dedicated to providing students with a high-quality educational experience in an environment supportive of intellectual and personal development. The purpose of the Academic Standing is to communicate the College's minimum expectations of academic progress.

College Credit Standards of Academic Progress

Students who will be Affected

The standards described below are effective at the beginning of Fall Term 2020. These standards supersede the previously published standards and will be applied to all college-credit, degree-seeking students who are enrolled at FSCJ. A student's cumulative Grade Point Average (GPA) (including college preparatory courses) will be used in the determination of academic standing.

Transfer credit will be included in the determination of academic status.

Note: These standards are not the same as those applicable to financial aid. See the Financial Aid section of the handbook for financial aid standards.

Specific Standards

Students must demonstrate the following standards each term:

- Required Cumulative Grade Point Average: 2.0
- Required Term Grade Point Average: 2.0

Satisfactory Standing

Students who meet or exceed the established standards (term and cumulative GPA of 2.0 or higher) will be considered to have satisfactory standing under the academic standards. Students who are placed on academic warning or academic probation will be returned to satisfactory standing as soon as they bring their cumulative and term GPA to a 2.0 or higher.

Standards for Students on Academic Warning, Academic Probation and Academic Suspension

Academic Warning

Students who do not meet the standards for satisfactory academic standing (cumulative GPA below 2.0 or a term GPA below 2.0) will be placed on academic warning. It is recommended that students talk to an Academic Success Coach to discuss their academic plan and academic support services before the next term registration. Students who make satisfactory progress during the term (term GPA 2.0 or higher and cumulative GPA less than 2.0) will remain on academic warning until they return to satisfactory standing.

Academic Probation

Students on academic warning whose term GPA falls below 2.0 will be placed on academic probation the next enrollment term. All students placed on probation must meet with an Academic Success Coach during the term before registering for future terms. Their enrollment

will be limited in order to ensure success. Students who make academic progress (term GPA 2.0 or higher but cumulative GPA below 2.0) will remain on academic warning until they return to satisfactory standing.

Academic Suspension

Students on academic probation whose term GPA drops below 2.0 will be placed on academic suspension for the following term (Fall, Spring or Summer). The student's classes will be dropped and no further enrollment will be allowed until reinstatement for the following term. Students on academic suspension should seek reinstatement by contacting an Academic Success Coach approximately two months prior to the beginning of the semester they wish to re-enter FSCJ.

Notification of Status

All students placed on academic warning, academic probation or academic suspension will be formally notified of their status by the College via their [myFSCJ](#) student account. Students placed on academic warning will be recommended to meet with an Academic Success Coach to discuss what action can be taken to return to satisfactory progress. Students placed on academic probation or academic suspension are required to immediately meet with an Academic Success Coach to determine what action can be taken to return to satisfactory progress.

Reinstatement Process

1. Following the suspension period, all students requesting reinstatement must meet with an Academic Success Coach.
2. Suspended students who apply for reinstatement will be reinstated on probation. Their enrollment will be limited in order to ensure success.
3. Students who are approved for reinstatement may register for the subsequent term if satisfactory academic progress is made.
4. Reinstated students who do not make satisfactory progress during a term of reinstatement will be placed on academic suspension for one year (three semesters). At the conclusion of the suspension period, these students may apply for reinstatement as described in paragraph one (1) above. After one year (three terms) of non-enrollment, students are required to reapply for admissions prior to meeting with an Academic Success Coach.
5. Immediate Reinstatements: Students will be immediately reinstated if a grade change restores them to satisfactory standing.



Articulation and Transfer Agreements

Transferring from a Florida public state or community college to a public state university is a process protected by the Statewide Articulation Agreement 6A-10.024. Your rights as an associate in arts graduate are protected under this agreement. However, as a student, you also have responsibilities.

The following steps require action on your part for transferring to be successful:

1. Identify a major (as soon as possible);
2. Identify a transfer institution (as soon as possible);
3. Know the admission requirements to the selected university including prerequisites;
4. In the case of a limited-access major, identify any special admission or course requirements;
5. Complete requirements (listed above) while attending FSCJ;
6. Complete all of the requirements for the A.A. degree; and
7. Complete the admission and application process as required by the university.

This transfer guide is an overview of the transfer process. Check with any campus advising center for more information.

Record of Contacts

For each contact with the transfer institution, keep a written record of the name of the person to whom you talked, date and the type of request. Keep a copy of all emails, faxes and letters you send and receive. You may want to consider sending correspondence by certified mail. Make sure any recommendations for course requirements are in writing.

Admissions Requirements

Check with an academic advisor to see if you meet the admission requirements for the university as well as the college/school of your major within the university. It is possible to be admitted by the university but not the college within the university. In some cases, the university cannot process the application of an A.A. graduate if the student has not declared a major on the university application. Some majors are defined as "limited access" and have additional requirements (e.g., minimum GPA above 2.0, etc.).

Prerequisite Courses

Some majors have required prerequisite courses for admission. Check to see if you have completed the prerequisite courses for the major you have planned. Not having prerequisite courses will block your admission into some programs or lengthen your time to degree completion. You are encouraged to visit the university prior to applying. Check with the office of admission to visit the campus.

Deadline for Admissions Application

Complete and submit the admission application during your sophomore year in the state or community college (or when you have earned 45 credits toward your A.A. degree). The

application should be submitted at least six months prior to the term you plan to enter. There is an application fee which is non-refundable. Many limited access programs may have a separate application and/or deadline.

Transcripts

Have original official, unopened transcripts from all institutions you have attended sent directly to the university's admissions office. If you are enrolled now, be sure to send a final transcript at the end of the term.

Financial Aid/Scholarships

If you plan to obtain financial aid, you must complete the FAFSA (Free Application for Federal Student Aid) form. You must have a financial aid transcript for each institution you have attended sent to the transfer institution's financial aid office. Review the availability of transfer scholarships by visiting the transfer office website for the selected university.

Housing

If you want housing on or off campus, contact the university housing office for assistance. A separate application and deadline may apply. Apply early as housing spaces are limited.

Orientation

If an orientation program is offered, plan to attend. This will help you to schedule courses, register and learn the academic policies.

Academic & Registration Policies

Check out the academic and registration policies and procedures; they are usually different from those at the institution you are currently attending. Be aware of the drop, grade, withdrawal, repeat policies and continuous enrollment requirements.

Auditions/Portfolios

For some programs in dance, music, theater and art, an audition or portfolio may also be required.

Continuous Enrollment

As long as you maintain continuous enrollment, as defined by the university you plan to attend, your requirements are those specified by the catalog under which you enter, or you may meet the requirements of the current catalog.

Major

Early in the process, select your major and the university to which you plan to transfer. Make an appointment with an academic advisor to learn about course options and admissions requirements. If you are undecided on a major, see an academic advisor early.

Some majors are "limited access" and have requirements in addition to the A.A. degree. You must meet these requirements **BEFORE** being admitted into the major. The transfer office can be a valuable resource as you go through the transfer process.



Required Forms & Academic Credentials

Applications for state universities are available online. If you prefer a print copy of the application, check with the academic advising office. If you wish to request an application in the mail, your request should be directed to the office of undergraduate admission at the university.

1. **Application for Admission** – Each applicant must completely fill out the application form. Check the application very carefully to see that all items on all pages are completed. Be sure the residency affidavit is completed accurately; it determines your tuition cost. Applications and transcripts generally must be in at least 60 days prior to the first day of classes (the earlier the better). Earlier deadlines apply to some universities or programs of study. Applications can be submitted online; however fee and residency affidavit forms must be submitted through the U.S. mail.
2. **Application Fee** – Make out a check or money order (do not send cash) payable to the university for the amount specified on the application. Note: If the check is signed by someone other than the applicant, write the applicant's name on the check in the lower left-hand corner. This is a non-refundable application fee, and the application cannot be processed unless this fee is enclosed.
3. **Official Transcripts** – At the time of application, request the registrar of the present institution and the registrar of each institution previously attended to send an official transcript of record to the university admissions office. If you have had a name change, ask the registrar to indicate present name when sending a transcript. Note: Failure of the applicant to comply with this requirement will result in a delay in considering the application. All transfer students, including A.A. graduates, who wish to use the two high school foreign language credits must submit an official high school transcript. Transcripts should include any Dual Enrollment courses completed while in high school. A final transcript must be sent from the last institution you attended after you have completed your courses.
4. **Report of College Level (CLEP) and Advanced Placement (AP) Examinations** – If you have participated in the Advanced Placement Program (AP) or the College Level Examination Program (CLEP) sponsored by the College Board, you must submit the results obtained on the examination(s) to the Assessment and Certification office in order to receive credit.
5. **Immunization** – All students must complete an immunization form before registering for classes at the university. Depending on your birth date, you may be required to show proof of immunization.
6. **Foreign Language Admissions Requirement** – Effective August 1, 1989, all undergraduate students who are admitted to a university shall have earned two credits of sequential foreign language or American Sign Language at the high school level or a minimum of eight credit hours at the college level. If not previously satisfied at the high school or college level, transfer students will have to complete this requirement at the public state university. Note: Some majors may have a foreign language graduation requirement in addition to the foreign language admission requirement. Check with an advisor.
7. **Upper-Division Prerequisites** – The university catalog in effect at the time of a student's initial collegiate enrollment shall govern upper-division prerequisites, provided the student maintains continuous enrollment as defined in that catalog. Students transferring with the statement "general education course requirements have been met" indicated on the state or community college transcript will have satisfied the general education requirements for the public state university; however, depending on the program or major, additional lower level courses may be a prerequisite to the major.
8. **Limited Access Programs** – Some limited access programs require a separate application, recommendations, transcript, test scores, minimum GPA and/or deadline dates. Check with the university department for the specific requirements.

Transferring with an A.A. Degree

Students transferring with an A.A. degree from a Florida public state or community college have a better chance of completing a four-year baccalaureate degree with a higher grade point average than students transferring without an A.A. degree. All courses with satisfactory completion taken to meet A.A. requirements are protected under the provisions of the articulation agreement and will automatically transfer. This is not true of students without an A.A. degree. No additional general education courses are required when transferring with an A.A. degree. State or community college students transferring without an A.A. degree may be required to attend summer school.

Scholarships are available to state or community college students who transfer to a university with an A.A. degree. Completing the A.A. degree at a Florida public state or community college is usually less expensive (tuition and fees) than completing the A.A. degree at a public state university.

Transferring without an A.A. Degree

While priority admission is given to A.A. degree graduates, students may apply to a university without earning the A.A. degree. Some universities accept only a limited number of students without an A.A. degree. Applicants who have attempted fewer than 60 semester hours are required to:

1. Meet the minimum freshman admission requirements of the university including the submission of ACT or SAT test scores;
2. Have at least a 2.0 (on a 4.0 scale) grade point average (GPA) on all college coursework attempted. Some universities may have a higher GPA requirement;
3. Have at least a 2.0 (on a 4.0 scale) grade point average (GPA) on all coursework attempted at the last institution attended (some universities may have a higher GPA requirement)

In addition, students should be aware that items below may result in a loss of credits or a need to take additional credits. Because each institution sets its own policies, check with the university before you transfer without an A.A. degree.

1. General Education Requirements (GER)
2. Gordon Rule (Gordon rule courses must be passed with a grade of C or higher).
3. A transcript evaluation (except for common course numbered courses)
4. Forgiveness (repeated courses) - Some universities may require an additional placement exam even though you may have completed a course. Course placement may be determined by the test, not the coursework.

Academic Advising is Supported by the Division of Undergraduate Studies

Students transferring with more than 60 hours (without an A.A. degree) will experience some of the same problems as students transferring with fewer than 60 hours (with regard to general education requirements, Gordon Rule, etc.). Students transferring with the statement "general

education course requirements have been met" indicated on the state or community college transcript (without an A.A. degree) will have satisfied the general education requirements for the public state university; however, depending on the program or major, additional lower level courses may be a prerequisite to the major.

Student Bill of Rights

FSCJ Associate of Arts graduates are guaranteed the following rights under the Statewide Articulation Agreement (State Board of Education Rule 6A-10.024):

- Admission to one of the eleven universities, except to limited access programs which have additional admission requirements. However, admission to the student's preferred public postsecondary institution or program is not guaranteed.
- Acceptance of at least 60 credit hours by the state universities,
- Adherence to university requirements and policies, based on the catalog in effect at the time the student first entered a community college, provided the student maintains continuous enrollment (as defined in the university catalog),
- Transfer of equivalent courses under the Statewide Course Numbering System,
- Acceptance by the state universities of credit earned in accelerated programs (e.g., CLEP, AP, College Course Challenge Exams, Dual Enrollment, Early Admission and International Baccalaureate),
- No additional general education core requirements,
- Advance knowledge of selection criteria for limited access programs,
- Equal opportunity with native university students to enter limited access programs, and
- The state universities will honor all grade forgiveness awarded under the A.A. degree. Should any guarantee be denied, students have the right to appeal. Each state university and state or community college shall make available established appeal procedures through the respective articulation officers.

The student still has to meet requirements for limited access programs and/or requirements of a college within the university. In some cases, the student may have to be approved by the college before the university will grant admission. Limited access is the designation given to programs that require additional admission requirements, which are more selective than general admission requirements. These additional admission requirements may include the following: increased total GPA and test scores; additional courses and prerequisites; and auditions or portfolios. In such programs, selection for admission is competitive. The selection and enrollment criteria for limited access programs have been established and is published in the institutions' catalogs, counseling manuals and other appropriate publications. State or community college A.A. transfer students have the same opportunity to enroll in university limited access programs as university students.





Procedures for Academic and Non-Academic Appeals

This section outlines all procedures relating to the student appeals and complaints process. Included in this procedure are sections on definitions and explanations, academic appeals, non-academic appeals and complaints.

Student Appeal

A student appeal is defined as a formal request by an enrolled or former student for reconsideration of a College rule or regulation, including the assignment of a final grade. The student initiates all formal appeals in one of our offices.

Appeals Deadline

The deadline for all appeal forms and documentation is the last day of the following term. Appeals will not be accepted after the deadline. Incomplete appeals will not be accepted.

Types of Appeals

Academic Appeals

- Withdrawal Past Deadline
- NA (Non-Attendance Issue)
- Grade Change
- Audit - Grade Issue
- Fourth Attempt
- Waiver Request - IDS 1107 (First Year Experience Requirement)

Non-Academic Appeals

- Finance-Related Appeals
 - ♦ Waiver to Repeat
 - ♦ Refund and Disenrollment
- General Appeals
 - ♦ Residency
 - ♦ Admissions/Selective Admissions
 - ♦ Graduation
 - ♦ Articulation
 - ♦ Other

Student Appeals Committee

A student appeals committee is defined as a reviewing body, consisting of at least one of each of the following committee members appointed by the appropriate Associate Provost: an administrator, a full-time faculty member, and a student representative. The administrator and faculty member should be from an academic area different from the student's appeal request. The appropriate Associate Provost(s) will identify up to five faculty members annually who agree to serve on a Student Appeals Committee for that year. The list is subject to approval from the President of the Faculty Senate and will constitute the group from which the required faculty member(s) may be chosen for an appeal.

Academic Appeals

Informal Procedure

Step 1: Student Discussion with Instructor

For grade change requests, the student is directed to speak first to the course instructor. If the instructor of record approves the grade change, the request is sent to the appropriate academic administrator for final approval. Once approved by the instructor and the academic administrator, the grade change form is forwarded to the office of student records to record in the student system.

If the course instructor is no longer employed by the College or is unable to be reached after the Dean's attempts to contact the instructor without success, the student may submit the grade change request to the appropriate academic administrator. If the academic administrator approves the grade change, the grade change form is forwarded to the office of student records to record in the student system.

Step 2: If the student's informal request is not approved, the student can initiate a formal grade appeal request at any advising center

In all cases, the student has the responsibility of demonstrating that the grade being challenged was administered in a manner inconsistent with criteria set forth on the instructor's course syllabus and that the evaluation process uniquely discredited the student's grade.

Formal Procedures

Step 1: Student's Submission of the Request

An appeal must be submitted no later than the last day of the following term. The session withdrawal deadlines are listed on the term's registration calendar at fscj.edu/i'm-looking-for/academic-calendar. Students should make every effort to discuss and possibly resolve issues with their instructors before submitting an appeal. If unable to complete a class, students should immediately inform their instructors. If receiving financial aid or VA benefits, it is the student's responsibility to see a Financial Aid Advisor or VA Representative to discuss possible financial implications. Prior to submission of the student's appeal request, the student must obtain a signature from the FA Advisor and/or VA Representative as confirmation of that discussion. An appeal must be completed for each class that is to be considered, and a complete set of documentation must be attached to each appeal. It is the student's responsibility to make copies of all documentation to be submitted with the appeal. Documents will remain with the appeal when it is submitted and will not be returned to the student.

The following items MUST BE included with each academic appeal:

1. A copy of the course syllabus for each appeal.
2. For Withdrawal Past the Deadline Requests, include all relevant documents to support the student's claim, which may be one or more of the following:
 - A. Hospitalization: Copy of the student's hospital documentation that includes the date admitted and discharged from the hospital only. Hospital bills and other documentation are not considered to be acceptable.
 - B. Death in the family: One of the following (the documentation must include relationship to the deceased):
 - I. Copy of newspaper announcement
 - II. Copy of the funeral program
 - III. Copy of death certificate
 - D. Extensive Illness: A copy of a doctor's note to excuse the student from school or work for an extended amount of time (must include dates of illness). The note must explain why the student was not able to attend school.
 - E. Involuntary Military Duty: A copy of military orders providing the student's name and the dates of deployment (100% refund is awarded).
 - F. College Error: Copies of emails or messages with faculty/staff, screenshots of your account, error messages, or other supporting documents.
3. For Grade Appeal Requests, include relevant course information, which could include correspondence with the professor, graded assignments, copies of grades from Canvas, etc.
4. The reason for the student's appeal. If the space on appeal form provided is not adequate, the student may write or type the reason and attach it to the appeal.

Step 2: Academic Administrator Review

The advising center forwards the grade change appeal to the appropriate academic administrator, who has the initial responsibility for reviewing and forwarding the student appeal to the instructor of record for a response (approval/denial). If the instructor of record is no longer employed by the College or is unable to be reached after the Dean's attempts to contact the instructor without success, the appropriate academic administrator makes the decision. If approved by the instructor of record and the appropriate academic administrator, a grade change is submitted to the office of student records for processing. The appropriate academic administrator notifies the student of the decision in writing.

If disapproved, the appropriate academic administrator provides the student written notification of the decision. The student has 15 College business days from the date of the notification to submit additional relevant evidential documentation and a request to the appropriate Associate Provost to convene the Student Appeals Committee to review the disapproval. If no request is made, or if the request for a Student Appeals Committee is denied based on insufficient additional documentation, the disapproved appeal and supporting documentation is forwarded to the Registrar's Office and imaged to the student's academic record. The appropriate Associate Provost or designee will notify the student in writing if the request for a Student Appeals Committee is denied due to insufficient additional documentation.

Step 3: Student Appeals Committee Review

If the student is granted a hearing, the appropriate Associate Provost or designee will convene the Student Appeals Committee and appoint a Chair. The instructor of record must be invited to present to the committee. If the instructor of record is not available, the instructor may elect to send a representative. The instructor of record may also decline to participate. If the instructor of record cannot be reached, the committee review may proceed in the absence of the instructor of record. The Chair of the Student Appeals Committee, may (but is not required to) invite the student to present to the committee to clarify any statements or documentation that was submitted.

The Student Appeals Committee considers the case and forwards its recommendation to the appropriate Associate Provost. The committee will meet within one month of receiving the request to convene from the appropriate Associate Provost, except in the event of unforeseen circumstances.

Step 4: Associate Provost Review

The appropriate Associate Provost shall review the recommendation of the Student Appeals Committee. The Associate Provost may accept, repeal, or amend the decision. If the Associate Provost anticipates the need to repeal or amend the decision of the Student Appeals Committee, the Associate Provost will meet with the Chair of the Student Appeals Committee to discuss any and all concerns with the Committee's recommendation. Except in the event of unforeseen circumstances, the actions of the Associate



Provost shall occur within 10 working days of receipt of the decision of the Student Appeals Committee. The Associate Provost shall send a written decision to the student. The decision of the Associate Provost is final and cannot be appealed. A copy of the final decision is transmitted to the Student Records Office to be imaged to the student's academic record. In the event the Associate Provost's decision changes, the original grade of the faculty member, the Associate Provost will notify the faculty member and provide written justification for the change.

Non-Academic Appeals

Step 1: Student's Submission of the Request

An appeal must be submitted no later than the last day of the following term. The session withdrawal deadlines are listed on the [term's registration calendar](#). Non-Academic Appeals require additional documentation outlining the extenuating circumstances that necessitate the appeal. For a Finance-related appeal, there must be documented extenuating circumstances beyond the control of the student. If receiving financial aid or VA benefits, it is the student's responsibility to see a Financial Aid Advisor or VA Representative to discuss possible financial implications. Prior to submission of the student's appeal request, the student must obtain a signature from the FA Advisor and/or VA Representative as confirmation of that discussion. Each class that is to be considered, up to four classes, may be entered on a single appeal. If there are more than four classes to be considered, list the remaining classes on a second course listing page. All relevant documentation must be attached to the appeal. Appeals may be obtained from and submitted to any advising center.



The following items MUST BE included with the student's request:

1. Relevant Documentation: It is the student's responsibility to make copies of all documentation to be submitted with the appeal. Documents will remain with the appeal when it is submitted and will not be returned to the student.
 - A. For Finance-related appeals, include all relevant documents to support the student's claim, which may be one or more of the following:
 - I. Extensive Hospitalization: Copy of the student's hospital documentation that includes the date admitted and discharged from the hospital only. Hospital bills and other documentation are not considered to be acceptable.
 - II. Death of Immediate Family Member: One of the following (the documentation must include relationship to the deceased):
 - a. Copy of death certificate
 - b. Copy of newspaper announcement.
 - c. Copy of the funeral program
 - III. Extensive Illness: a copy of a doctor's note to excuse the student from school or work for an extended amount of time (must include dates of illness). The note must explain why the student was not able to attend school.
 - IV. Involuntary Military Duty: A copy of military orders providing the student's name and dates of deployment (100% refund is awarded).
 - V. College Error: Copies of emails or messages with faculty/staff, screen shots of your account, error messages, or other supporting documents.
 2. The reason for the student's appeal: If the space on the appeal form is not adequate, the student may write or type the reason and attach it to the appeal (must include student's signature).

Step 2: Department Administrator Review

1. The advising center forwards the Non-Academic Appeal to the appropriate department administrator for review. The appropriate department administrator will review the information submitted by the student and indicate approval or disapproval.
 - A. Finance Related Appeals are forwarded to the appropriate Associate Provost.
 - B. Limited and Selective Access Program Admissions Appeals are forwarded to the appropriate Academic Dean.
 - C. Graduation, Residency, and College Admissions Appeals are forwarded to the Registrar's Office.
 - D. Articulation Appeals are forwarded to the Office of the Executive Director of Articulation.
2. For Non-Academic Appeals, decisions made by department administrators and Associate Provost are final and may not be appealed. The appropriate

department administrator will provide the student with written notification of the decision and forward relevant information to the Office of Admissions and Records for imaging.

3. It will be the College's general practice to resolve Non-Academic Appeals within 20 College business days; however, certain appeals may take longer to resolve.

Complaints

Students who have general complaints regarding their college experience may express those complaints verbally or in writing to any college administrator. Complaints alleging issues of discrimination or harassment should follow specific procedures [APM 11-0603](#).

It is expected that most general complaints will be resolved informally through normal operational discourse. Students who are unable to resolve complaints informally may make a formal complaint in writing to the appropriate Associate Provost or Associate Vice President. In making a formal complaint, the student should express that the complaint is formal and summarize any informal actions that the student has taken to attempt to resolve the complaint. The appropriate Associate Provost/Associate Vice President (or their designee) will ensure that all formal complaints receive an initial response within 10 College business days. If the complaint involves a faculty member or class issue, the Associate Provost or designee managing the complaint will notify the faculty member and involve the faculty member appropriately in the resolution of the complaint. The Associate Provost/Associate Vice President or designee will forward the formal complaint to the appropriate college personnel for action. The Associate Provost/Associate Vice President or designee will provide final notification to the student. It will be the College's general practice to resolve formal complaints within 20 College business days; however, certain complaints may take longer to resolve. Once action has been taken on the formal complaint, the Associate Provost/Associate Vice President or designee will retain a copy of the complaint, a narrative summary of the resolution, and the final communication to the student for the purposes of periodic review and continuous quality improvement.

Florida State College at Jacksonville is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award the baccalaureate and associate degree. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097, or call (404) 679-4500 for questions about the accreditation of FSCJ. The Commission is to be contacted only if there is evidence that appears to support an institution's significant non-compliance with a requirement or standard.

According to the State Authorization Reciprocity Agreement (SARA), Out-of-State Distance Education students who have completed the FSCJ Procedures for Academic and Non-Academic Appeals and Complaints and applicable state grievance processes may appeal non-instructional complaints to the FL-SARA Postsecondary Reciprocal Distance Education Coordinating Council (PRDEC Council). For additional information on this process, visit the [FL-SARA Complaint Process page](#).

Florida Department of Education College Complaint Procedure Information

Federal regulations and State laws require that public colleges in The Florida College System have processes for students, employees, and applicants to file complaints against any respective college. In almost every situation, the college's process for resolving complaints must be followed first.

Before contacting the Division of Florida Colleges, please read your college's policies and procedures for filing complaints. Examples of where these can be found include:

- Course catalogs
- Student handbooks
- Employee handbooks
- College policy and procedure manuals
- College websites

Additionally, you may contact a variety of persons at the college level who can assist you, including, but not limited to:

- College Equity Officers
- College Ombudsmen
- Human Resource Directors
- Vice-Presidents
- Deans
- Academic Advisors or Directors of various college offices and divisions
- ADA Coordinators or Directors of Disability Student Services

All persons are encouraged to work through the internal complaint and appeal processes at their respective institutions as the first step in filing a complaint. Each college is governed by a Board of Trustees or District Board of Trustees who are responsible for ensuring lawful implementation of complaint procedures according to State Statutes and Federal Regulations. If you believe that your complaint has not been addressed satisfactorily at your local institution after exhausting the college's complaint or grievance procedures, you may contact the following personnel at the Division of Florida Colleges for additional information:



Financial Aid Complaints

For complaints related to financial aid, please contact:

Office of Student Financial Assistance
Florida Department of Education
325 West Gaines Street, Suite 1314
Tallahassee, FL 32399-0400
Telephone: 1 (800) 366-3475
Website: floridastudentfinancialaid.org
E-mail: OSFA@fldoe.org

Or

Federal Student Aid Ombudsman
U.S. Department of Education
830 NE First Street, Fourth Floor
Washington, DC 20202-5144
Telephone: 1 (877) 557-2575 Fax: (202) 275-0549
Website FAQ: [How to Contact Federal Student Aid Ombudsman](#)

Public Complaints

There are additional state and federal agencies and organizations for filing complaints after all recourses at the college level have been exhausted and you believe your complaint warrants additional investigation. These include: For student and general public complaints alleging discrimination, contact:

Office for Civil Rights, U. S. Department of Education
Atlanta Office
61 Forsyth St. S.W., Suite 19T70
Atlanta, GA 30303-3104
Telephone: 1 (800) 421-3481 Fax: (404) 562-6455
TDD: (877) 521-2172
E-mail: OCR.Atlanta@ed.gov

Employment Complaints
Florida Commission on Human Relations
2009 Apalachee Parkway
Oakland Building, Suite 100
Tallahassee, FL 32301-4857
Telephone: (850) 488-7082 Fax: (850) 488-5291
Website: fchr.state.fl.us
E-mail: fchrinfo@fchr.myflorida.com

Also:

U. S. Equal Employment Opportunity Commission
Miami District Office
One Biscayne Tower, Suite 2700
Miami, FL 33131
Telephone: 1 (800) 669-4000 Fax: (305) 808-1855
TTY: 1 (800) 669-6820
Website: eeoc.gov/field-office/miami/location

Disability or Accessibility Complaints

Disability Rights Section, Civil Rights Division
U.S. Department of Justice
950 Pennsylvania Ave., NW
Washington, D.C. 20530
Telephone: 1 (800) 514-0301 Fax: (202) 307-1198
TTY: 1 (800) 514-0383
Website: justice.gov/crt/

Lastly, you also have the right to obtain services of an attorney at your expense.

First Year Experience (FYE)

First Year Experience Requirement Policy

First-time-in-college (FTIC) Associate in Arts (A.A.) students with no prior credits will be required to take IDS 1107 - Strategies for the Pursuit of Knowledge in the first term of enrollment at Florida State College at Jacksonville. Transfer and Dual Enrollment students with fewer than 15-credit hours of A.A. enrollment or more than 15-credit hours but less than a 2.0 GPA will be required to take IDS 1107 in the first term of enrollment at FSCJ. Exemptions will apply to students who have successfully passed SLS 1103, SLS 0005 or IDS 1107 prior to enrollment and may apply to FTIC A.A. Transfer students who do not have electives available in their intended baccalaureate transfer major may file an academic appeal. If the appeal is approved, the transfer will receive a waiver for the IDS 1107 course.

FSCJ Honors Program

The FSCJ Honors Program offers Associate in Arts (A.A.) students the opportunity to experience an academic environment that is intentionally designed to foster academic excellence. The Honors Program provides two graduation distinction options: the Honors Diploma and the Honors Certificate. All students admitted into the Honors Program enroll in engaging Honors courses taught by dedicated faculty and participate in those courses with other academically motivated peers. Honors students also make a difference in their community by participating in academic service-learning. Additionally, the program offers students opportunities to practice and hone their leadership skills.

Students can visit the Honors Program website at fscj.edu/honors for more information regarding the different Honors Program graduation options, eligibility requirements, and the online application. Once admitted into the Honors Program, students must register for the appropriate courses and maintain the required GPA to remain in good standing. Students can contact the Honors Program via email at honors@fscj.edu.





Financial Aid

FSCJ offers many types of financial assistance to students who would otherwise be unable to further their education without such support. Depending on the type of aid, eligibility is based on one or more of the following criteria: the financial need of the student, educational costs, academic achievement and availability of funds. Inquiries regarding financial aid should be directed to the Financial Aid Office on the student's home campus. A student's home campus is his/her point of contact for both academic and financial aid advising. In addition, information on financial aid requirements, forms and awards are available through the student portal.

It is your responsibility to...

- Complete a FAFSA (Free Application for Federal Student Aid) each year.
- Apply early for financial aid assistance.
- Check the student portal for financial aid status and if additional information is required.
- Submit all required forms and documentation.
- Use financial aid for educationally-related expenses only.
- Ensure that you are enrolled in courses needed to fulfill requirements for your primary program of study.

Failure to complete the financial aid process will require you to pay your tuition and fees, books and other charges from your own resources.

Applying for Aid

The Free Application for Federal Student Aid (FAFSA) is used to determine eligibility for federal financial aid, state aid and institutional scholarships. Students should apply prior to the published priority date each year. The maximum financial aid package available will be awarded to students whose information (1) is received by the published priority date and (2) meets all federal and institutional requirements.

The FAFSA is available at studentaid.gov. **The school code for FSCJ is 001484.** The FAFSA for the new award year becomes available every October. The application is to be completed by the student and the student's parents (if dependent). Once the application is processed, the results of the federal analysis are sent to the colleges the student selected on the FAFSA. The student will receive a Student Aid Report (SAR) via mail or e-mail.

Financial aid is not automatically renewed each year. To continue receiving financial aid, students must reapply each year by completing a new FAFSA. As financial circumstances change from year to year, the award amounts offered may be different each year. Financial aid is awarded for the academic year, and the funds are applied to tuition and fees charged each semester. Financial aid may only be disbursed for classes required for the student's primary program of study. If students choose to take classes outside of their Academic Plan, they may be required to pay the cost from their own resources. Students simultaneously taking classes at two different institutions can only receive aid from their home institution provided an official consortium agreement is approved.

Students may be randomly selected for a process called verification by either the U.S. Department of Education or the Financial Aid Office. Verification requires the school to review certain data items from the student's FAFSA. Applicants selected for verification must complete a verification worksheet and provide any additional documentation requested by the Financial Aid Office. Financial aid applications are not considered complete and funds will not be disbursed until the verification process is complete.

Tuition and fees, books, and other charges are due at the time such charges are incurred. Students with a valid FAFSA on file who meet eligibility requirements may have their classes held until financial aid is received. The amount due on the student's account will be deducted from the financial aid funds disbursed as allowed by regulations. If excess funds remain, they will be directly deposited to the student's bank account or FSCJ Refund Card, Bank Mobile. If financial aid is reduced, canceled or otherwise insufficient to pay charges, the student is responsible for payment of charges from their own resources. College regulations prohibit the registration, the release of transcripts, grades or diplomas for any student whose account is delinquent. Delinquent accounts may be reported to a credit bureau and can result in placement with a collections agency, at which time additional collection costs will be assessed.

Types of Financial Aid

Financial aid may be available from federal and state programs as well as FSCJ in the form of grants, scholarships, work-study or loans.

Pell Grant: A federal grant available to undergraduate students who demonstrate significant financial need and do not have a bachelor's degree or equivalent. The amount received depends on the Student Aid Index (SAI), the cost of attendance at FSCJ and the student's enrollment status.

Supplemental Educational Opportunity Grant (SEOG): A federal grant available to undergraduate students who demonstrate exceptional financial need and do not have a bachelor's degree or equivalent. Students must be enrolled in a minimum of 6 credit hours or attending at least 12 clock hours per week to be considered for the extremely limited fund.

Federal Work-Study (FWS) Program: A federal work program that provides jobs to students to help pay for educational expenses. This program encourages community service and work related to the student's course of study. Students are paid at least the federal minimum wage and can work 10 to 20 hours per week.

Direct Subsidized Loan: A low-interest loan provided by the federal government which must be repaid after the student has graduated or is no longer enrolled at least half-time. The subsidized loan is awarded based on financial need and grade level. Interest is paid by the government while the student is enrolled at least half-time. Students must be enrolled in a minimum of 6 credit hours or attending at least 12 clock hours per week to be eligible for this loan.

Direct Unsubsidized Loan: A low-interest loan provided by the federal government which must be repaid after the student has graduated or is no longer enrolled at least half-time. The unsubsidized loan is available regardless

of need. The loan amount is determined based on the grade level and cannot exceed the cost of attendance less other resources. The student is responsible for making interest-only payments while enrolled. Students must be enrolled in a minimum of 6 credit hours or attending at least 12 clock hours per week to be eligible for this loan.

Parent PLUS Loan: A loan available to parents of dependent students to help pay for their educational expenses. Parents are required to demonstrate creditworthiness. Parents will begin repaying both the principal and the interest while the student is enrolled in college. The maximum loan amount is the cost of attendance (determined by the College) less any other financial aid received.

Florida Student Assistance Grant (FSAG): A need-based program for undergraduate students must be enrolled in a minimum of 6 credits. Recipients must meet Florida residency and other requirements for state student aid, and be enrolled in an A.A., A.S., A.A.S. or B.A.S. program.

Florida Public Postsecondary Career Education Student Assistance Grant (FSAG-CE) Program: A need-based grant program available to Florida residents enrolled in an eligible workforce certificate program. Students must be attending at least 12 clock hours per week to be eligible for funds.

Florida Work Experience Program (FWEP): A need-based program providing eligible Florida students must be enrolled in a minimum of 6 credits with work experiences to complement and reinforce their educational and career goals.

Florida Bright Futures Scholarship Program: A merit scholarship awarded to Florida high school graduates. Recipients must be enrolled in a minimum of 6 credits and meet Florida residency requirements for state student aid. Award amounts are determined by the Florida Legislature and are a fixed amount per credit hour. Dual enrollment and early admission students are ineligible to receive the Bright Futures scholarship at FSCJ.

Florida First Generation Matching Grant: A need-based program for degree-seeking students, enrolled in a minimum of 6 credit hours per term whose parent/parents did not complete a baccalaureate degree.

Scholarships: FSCJ offers scholarships both through the Institution and the Florida State College Foundation. Students apply for scholarships using the one online application to be considered for all available scholarships. Scholarships are also available through private donors and companies. Other resources include Scholarships.com and FastWeb.

Note: Institutional scholarship applicants MUST complete a FAFSA and submit additional documentation if required.





Additional Scholarships & Grants:

Child Care Grants: Child care grants are available for eligible students with dependent children. The grants pay up to 60 percent of eligible child care costs. Funding is on a first-come, first-serve basis. For more information, contact the preferred Chappell Center or email scholarships@fscj.edu.

Athletic Talent Grants, Fine Arts & Co-Curricular

Activities: Talent grants and scholarships are awarded to selected students based on specified criteria. Recipients are selected through an audition or other demonstration of talent. For more information about athletic talent grants, or co-curricular grants contact scholarships@fscj.edu.

List of Talent Grants

Athletic	Fine Arts	Co-Curricular
Men's Baseball Men's Basketball Men's Cross Country Women's Basketball Women's Softball Women's Cross Country Women's Volleyball	Instrumental Dance Theatre Performance Visual Arts Vocal/Chorale Photography	Campus Programming Board Forensics (Persuasive Speaking or Extemporaneous Speaking) Student Ambassadors The Campus Voice Student Government Association Leadership The Experience Resident Assistant

Qualifying for Aid

To be eligible for federal, state and institutional aid, students must meet the following criteria

- Demonstrate financial need (may not be required for some loan and institutional programs).
- Have a standard high school diploma, high school equivalency degree, or complete a high school education in a home school setting that is treated as such under state law.
- Be enrolled in a college credit program or an eligible career certificate program.
- Not be in default or owe a repayment of Title IV funds.
- Have a valid Social Security number.
- Be a U.S. citizen or an eligible non-citizen with permanent residency status and an alien registration identification number (may not be required for some institutional programs).
- Federal regulations require that students may only receive financial aid if they are maintaining Satisfactory Academic Progress (see details below).
- Must have all requested documents on file before disbursements are made.

Financial Aid Satisfactory Academic Progress

All students receiving Title IV financial aid funds must meet Satisfactory Academic Progress (SAP). Students are only allowed to attempt a limited number of credit hours under federal financial aid regulations. Credits may include college or workforce credits, transfer credits and all other credits attempted at FSCJ. Academic history is reviewed for all students applying for financial aid, regardless of whether financial aid has been previously received.

Satisfactory Academic Progress Policy

1. Academic history, including remedial, English as a Second Language, transfer and vocational coursework is included when reviewing a student's SAP status whether or not Title IV funds were received during the period of enrollment.
2. A student's academic progress will be evaluated every term.
3. The College will monitor quantitative and qualitative criteria to determine satisfactory academic progress. Students are deemed "meeting SAP standards" if they are in compliance with the criteria listed below:
 - A. To meet quantitative SAP standards students must successfully complete 67 percent of all courses attempted and must not attempt more than 150 percent of the coursework required to complete their degree or certificate program.
 - B. To meet qualitative SAP standards students must maintain a cumulative GPA of 2.0 or better.

Re-establishing Eligibility for Financial Aid

A student who has previously failed SAP may bring their academic status into compliance at any time; however, the student's eligibility for financial aid will be reviewed at the end of each term or when the student has matriculated to a Bachelor program. In addition, a student's SAP will be reviewed if they successfully graduate from one program and is accepted into another.

When a student successfully completes sufficient hours (67 percent of attempted hours) and has a sufficient grade point average (2.0) to meet the minimum requirements for eligibility as set forth in this policy, a student will be reinstated for financial aid eligibility upon the evaluation.

Remedial Courses

Financial aid will not pay for more than 30 remedial credits attempted.

Repeat Course Policy for Financial Aid

The Financial Aid Office is required to monitor and adjust a student's enrollment level for federal financial aid if, or when, they repeat coursework for credit that they have already earned. Students can retake courses and receive federal aid if they previously failed a course, but can only receive financial aid twice for a course that has been previously passed. A passing grade is defined as a "D-" or better. This repeat course policy for financial aid is separate from institutional academic policies regarding repeat courses.

The policy allows for a student to receive financial aid under the following situations:

- To repeat any failed course until a passing grade is received.
- To repeat any course in which you previously received a passing grade one time.

Note: Regardless of the outcome, courses are not eligible to be covered by financial aid after a second attempt has been made for a course that has at any time previously earned a passing grade.

Audited Classes/Challenged Exams

Financial aid will not pay for audited classes or challenged exams.

Return of Federal Funds

Federal financial aid is earned over the course of the term. Financial aid recipients who officially withdraw from all classes before the end of the term have not earned all their funds. As a result, aid eligibility will be recalculated to determine if funds must be repaid as required by federal regulations. Repayment is based on the actual number of days completed for each session within the term. If disbursement has already been made to the student, it is the student's responsibility to repay any funds due. Federal regulations require a formula to be used based on the number of calendar days in each session the student was scheduled to attend and the number of days the student actually attended by session prior to withdrawing to determine how much financial aid was "earned" by the student. The difference between aid disbursed and aid earned will be used to calculate how much the student must repay. Information on the Return of Title IV Funds policy is available at each campus Financial Aid Office.

If the student unofficially withdraws (stops attending) or the student's academic transcript reflects unsuccessful completion of all courses, FSCJ will have student aid calculated on 50 percent of the session. Documentation of an academic-related activity, including notification from the faculty, may be used to recalculate aid based on the last date of attendance.



Veterans Affairs

Veterans benefits are a form of student aid awarded to eligible individuals based on their military service. Listed are the most commonly used programs provided under Title 38 of the United States Code which authorizes payment of educational benefits to eligible individuals.

VA Pending Payment Compliance

In accordance with Title 38 US Code 3679 subsection (e), Florida State College at Jacksonville adopts the following additional provisions for any students using U.S. Department of Veterans Affairs (VA) Post 9/11 GI Bill® (Ch.33), Vocational Rehabilitation & Employment (Ch. 31), or Chapter 35: Survivor and Dependents Educational Assistance Program (DEA) benefits while payment to the institution is pending from the VA. FSCJ will not:

- Prevent the student's enrollment
- Assess a late penalty fee to the student
- Require a student to secure alternative or additional funding
- Deny the student access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution

However, to qualify for this provision, such students may be required to:

- Produce the VA Certificate of Eligibility (COE) by the first day of class
- Provide an electronic request to be certified
- Provide additional information needed to properly certify the enrollment as described in other institutional policies
- Provide the required VA Certification Checklist each term to request certification of their enrollment with the Department of Veterans Affairs

Chapter 33: - Post-9/11 GI Bill

The Post-9/11 GI Bill (PGIB), or Chapter 33, helps you pay for school or cover expenses while you're training for a job. If you've served on active duty after September 10, 2001, you may qualify for the Post-9/11 GI Bill. Find out if you can get this education benefit. You may be eligible for educational benefits if you meet at least one of these requirements.

- You served at least 90 days on active duty (either all at once or with breaks in service) on or after September 11, 2001, or
- You received a Purple Heart on or after September 11, 2001, and were honorably discharged after any amount of service, or
- You served for at least 30 continuous days (all at once, without a break in service) on or after September 11, 2001, and were honorably discharged with a service-connected disability, or
- You're a dependent child using benefits transferred by a qualifying Veteran service member

Note: If you're a member of the Reserves who lost education benefits when the Reserve Educational Assistance Program

(REAP) ended in November 2015, you may qualify to receive restored benefits under the Post-9/11 GI Bill.

Chapter 33: Post-9/11 GI Bill-Transfer of Entitlement (TOE)

The transferability option under the Post-9/11 GI Bill allows Service members to transfer all or some unused benefits to their spouse or dependent children. The Department of Defense (DoD) determines whether or not benefits can be transferred to family members. Once the DoD approves benefits for transfer, the new beneficiaries apply for them at VA.

Edith Nourse Rogers STEM Scholarship – STEM

The Edith Nourse Rogers Science Technology Engineering Math (STEM) Scholarship allows eligible Veterans using the Post-9/11 GI Bill or dependents using the Fry Scholarship to get added benefits. This scholarship provides up to 9 months (or \$30,000) of benefits for training in high-demand fields. Find out if you're eligible and how to apply. You may be eligible for this scholarship as a Veteran or a Fry Scholar if you meet at least one of these requirements:

- You're currently enrolled in an undergraduate STEM degree program or qualifying dual-degree program, or
- You're earned a post-secondary degree or a graduate degree in an approved STEM degree field and are enrolled in a covered clinical training program for health care professionals, or
- You're earned a post-secondary degree in an approved STEM degree field and are working toward a teaching certification.

Full eligibility requirements

If you're currently enrolled in an undergraduate STEM degree or qualifying dual-degree program, all of these must be true:

- You're enrolled in a qualifying undergraduate STEM degree program that requires at least 120 standard semester credit hours (or 180 quarter credit hours) to complete, and
- You've completed at least 60 standard credit hours (or 90 quarter credit hours) toward your degree, and
- You have 6 months or less of your Post-9/11 GI Bill (or Fry Scholarship) benefits left. To find out how much of your benefits you have left, check your statement of benefits.

Check your remaining Post-9/11 GI Bill benefits

Chapter 30: Montgomery GI Bill (Active/Reserve)

The Montgomery GI Bill - Active Duty (also called "MGIB" or "MGIB-AD") is an education benefit that provides up to 36 months of full-time payments to eligible veterans and service members for approved education and training programs. MGIB-AD (Chapter 30) may also be used to reimburse you for certain VA-approved national tests and tests for licensure or certification. You may be eligible for educational benefits under this program if one of these categories describes you:

Category I

All of these are true:

- You have a high school diploma, GED, or 12 hours of college credit, and

- You entered active duty for the first time after June 30, 1985, and
- You had your military pay reduced by \$100 a month for the first 12 months of service

And you've served continuously (without a break) for at least one of these time periods:

- 3 years, or
- 2 years if that was your agreement when you enlisted, or
- 4 years if you entered the Selected Reserve within a year of leaving active duty (called the 2 by 4 program)

Category II

All of these are true:

- You have a high school diploma, GED, or 12 hours of college credit, and
- You entered active duty before January 1, 1977 (or before January 2, 1978, under a delayed enlistment program contracted before January 1, 1977), and
- You served at least 1 day between October 19, 1984, and June 30, 1985, and stayed on active duty through June 30, 1988 (or through June 30, 1987, if you entered the Selected Reserve within 1 year of leaving active duty and served 4 years), and
- You had at least 1 day of entitlement left under the Vietnam Era GI Bill (Chapter 34) as of December 31, 1989

Category III

All of these are true:

- You have a high school diploma, GED, or 12 hours of college credit, and
- You don't qualify for MGIB under categories I or II, and
- You had your military pay reduced by \$1,200 before separation

Category IV

Both of these are true:

- You have a high school diploma, GED, or 12 hours of college credit, and
- You had military pay reduced by \$100 a month for 12 months or made a \$1,200 lump-sum contribution (meaning you paid it at once)

And one of these is true:

- You were on active duty on October 9, 1996, had money left in a VEAP account on that date, and chose MGIB before October 9, 1997, or
- You chose to voluntarily separate under either the Voluntary Incentive (VSI) program or the Special Separation Benefit (SSB) program

Montgomery GI Bill Selected Reserve (MGIB-SR) program offers up to 36 months of education and training benefits. If you're a member of the Army, Navy, Air Force, Marine Corps or Coast Guard Reserve, Army National Guard, or Air National Guard, you may be eligible for this benefit.

You may be eligible for educational benefits under this program if you meet these requirements:

- You have a 6-year service obligation (you agreed to serve 6 years) in the Selected Reserve, or
- You're an officer on the Selected Reserve and you agreed to serve 6 years in addition

to your initial service obligation

Note: Your obligation must have started after June 30, 1985, or some types of training after September 30, 1990.

And all of these must also be true:

- You complete your initial active duty for training (IAST), and
- You get a high school diploma or certificate of equal value, like a High School Equivalency or GED, before finishing IADT (Note: You can't use 12 hours towards a college degree to meet this requirement), and
- You stay in good standing while serving in an active Selected Reserve unit

Note: You'll still be eligible if you're discharger from Selective Reserve service due to a disability that was caused by misconduct)

Chapter 31: Vocational Readiness and Employment (VR&E)

The VR&E program assists Veterans with service-connected disabilities and an employment handicap, and Servicemembers who are in the process of transitioning from military to civilian employment prepare for, find, and keep suitable jobs. For Veterans and Servicemembers with service-connected disabilities so severe that they cannot immediately consider work, VR&E offers services to improve their ability to live as independently as possible. A service member may be eligible for Chapter 31 benefits if he or she meets one for the following criteria:

- Veteran is hospitalized or receiving outpatient medical care, services, or treatment for a service-connected disability that will likely be compensable at a rate of 20 percent or more.
- Has a memorandum or Integrated Disability Evaluation System (IDES) proposed rating of at least 20 percent.
- Has a serious illness or injury incurred while on active-duty status that is expected to result in other than dishonorable discharge.

A Service member or Veteran may be eligible for CH31 benefits if he or she meets all of the following criteria:

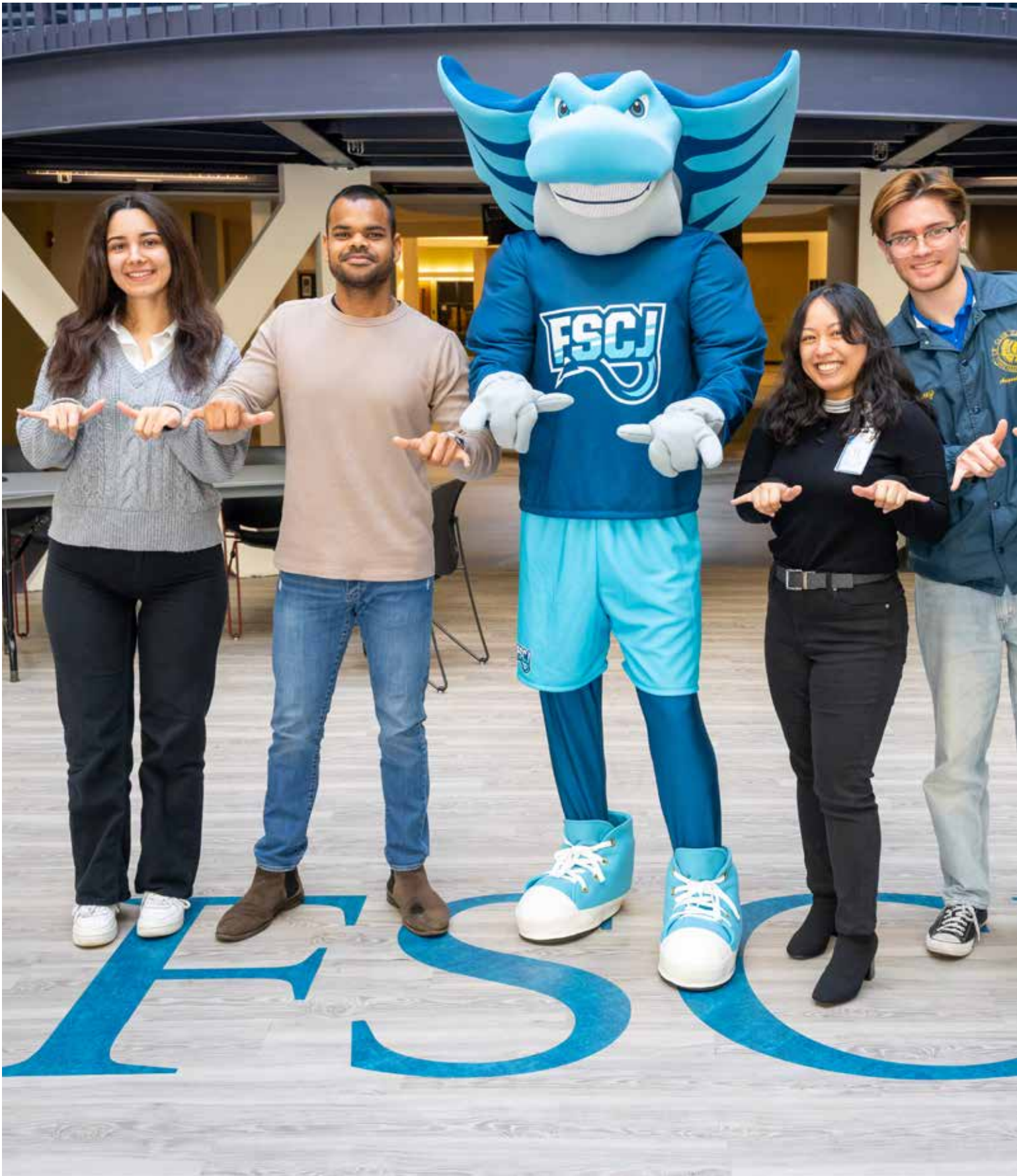
- Has received, or will receive, a discharge that is other than dishonorable.
- Has a service-connected disability rating of at least 10%, or a memorandum rating of 20% or more from the Department of Veteran Affairs (VA).
- Applies for CH31 benefits.

The basic period of eligibility in which CH31 benefits may be used is 12 years for a claimant who is discharged prior to January 1, 2013, whichever is later:

- The date of separation from active military service, or
- The date the Veteran was first notified by VA of a compensable service-connected disability rating.

Note: The basic period of eligibility does not apply to claimants who were discharged on or after January 1, 2013.

Chapter 35: Survivor and Dependents Educational





Assistance Program (DEA)

VA's Survivors' and Dependents' Educational Assistance (Chapter 35) program provides education and training opportunities to eligible dependents and survivors of certain Veterans.

Basic Eligibility: Eligible individuals are Veterans' and Servicemembers' dependents, spouses and surviving spouses who have been found eligible by the Regional Processing Office (RPO) because of one of the following:

- The Veteran is permanently and totally disabled due to a service-connected disability, or
- The Veteran died as a result of a service-connected disability, or
- The servicemember dies in the line of duty, or
- The servicemember is missing in action or was captured in the line of duty by a hostile force for more than 90 days, or
- The servicemember is forcibly detained (held) or interned in the line of duty by a foreign entity for more than 90 days, or
- The servicemember is in the hospital or getting outpatient treatment for a service-connected permanent and total disability and is likely to be discharged for that disability
- You can be married or unmarried
- If you join the military, you cannot use this benefit while you are on active duty. And if you want to use this benefit after you leave the service, you cannot have a dishonorable discharge.
- If you are receiving Dependency and Indemnity Compensation (DIC), you will need to give up those payments when you start to use DEA. Learn about DIC

Note: Eligibility for (CSDDV Scholarship) is determined by the State of Florida. This Scholarships for Children and Spouses of Deceased or Disabled Veterans (DEA/Chapter 35) provides an award to dependent children or un-remarried spouses of qualified veterans.

Chapter 35: The Marine Gunnery Sergeant John David Fry Scholarship (Fry Scholarship)

Marine Gunnery Sergeant John David Fry Scholarship (Fry Scholarship), is a scholarship for children and dependents of Veterans. If your parent or spouse died in the line of duty or was a member of the Selected Reserve who died from a service-connected disability on or after September 11, 2001, you may qualify for this benefit. Find out if you are eligible for education benefits through this scholarship.

You may be eligible for Fry Scholarship benefits if you are the child or surviving spouse of a service member of the Selected Reserve who died on or after September 11, 2001, you may be eligible for the Marine Gunnery Sergeant John David Fry Scholarship (Fry Scholarship):

One of these must be true if the service member or member of the Selected Reserve:

- The service member died in the line of duty while serving on active duty on or after September 11, 2001, or
- The member of the Selected Reserve died in the line of duty other than active duty on or after September 11, 2001, or
- The member of the Selected Reserve died from a service-connected disability on or after September 11, 2001
- You can be married or unmarried

One of these must be true, whichever comes first: You are at least 18 years old or you graduated from

Note: If your parent or spouse was a member of the Selected Reserve who died in the line of duty "other than active duty," this means they were a member of the Reserve serving on active duty for training or inactive duty training. This term does not include Army and Air National Guard members who were on State orders (sometimes called "State Active Duty").

Chapter 36: Personalized Career Planning and Guidance (PCPG)

The Department of Veterans Affairs (VA) Personalized Career Planning and Guidance Program (Title 38, U.S.C. Chapter 36), offers free educational and career guidance, planning, and resources to Veterans and their dependents who are eligible for a VA education benefit, or Servicemembers transitioning soon or have been discharged within the past year. The program offers personalized career and educational counseling to help achieve goals and ensure the most effective use of VA benefits based on an individual's interests, aptitudes, and abilities. Chapter 36 also provides personalized support to assist with academic or adjustment counseling to help remove any barriers to success. This program can be completed through the VA VetSuccess on Campus Counselors located at FSCJ.

Chapter 1606: MGIB Selective Reserve

Montgomery GI Bill (MGIB) Chapter 1606 Program is a Reserve Component program. The program started on 1 July 1985 and has continued with numerous updates and changes. Your Unit Administrator (UA), your Regional Readiness Command (RRC) Education Services Specialist (ESS) or your unit's retention personnel can address eligibility issues, processing procedures and basic questions about MGIB Chapter 1606.

VA Terms and Definitions

Award Letter: The official written notice from the Department of Veterans Affairs to a student of the monthly rate of payment, the inclusive dates of payment and remaining entitlement at the end of the award period. An award letter is sent to a VA student whenever VA awards or changes the student's education benefits. The award letter is a good source of information for financial aid purposes.

Certificate of Eligibility (COE): Letter issued to an applicant showing approval to pursue a stated program of education at a particular institution, the remaining entitlement of the student and the ending date of the student's eligibility.

DD Form 214: The Certificate of Release or Discharge from Active Duty that is prepared at the time an individual completes a period of active duty in one of the Armed Forces. Former members of the Public Health Service (PHS) and of the National Oceanic and Atmospheric Administration (NOAA) do not receive a DD Form 214, but they do receive comparable documents that provide necessary information concerning their active duty service. Veterans should be advised to submit a Member-4 copy of their DD Form 214 with a claim for VA benefits. A certified copy may also be submitted. A DD Form 214 can be requested from the National Archives Veterans Service Records.

Non-Punitive Grade: A non-punitive grade is a grade that does not count as earned credit and is not considered in progress standards for graduation. A withdraw after the drop period is a non-punitive grade if it is not calculated into the student's GPA or if it is not considered in academic progress criteria like probation and suspension. Non-punitive grades have the same effect as an audit. If a student withdraws after the drop period or completes the term with non-punitive grades, the non-punitive grades must be reported to the VA if they change training time.

Punitive Grade: A punitive grade is a grade that does not count as earned credit but is used in determining a student's progress toward graduation requirements. The common punitive grade is "F". Punitive grades, unlike non-punitive grades, factor into the progress standards (these can include GPA or earned/attempted credit standards).

Certification Restrictions: The College's Veterans Affairs Office will audit all courses for enrolled students who are eligible to receive benefits.

Important Certification Information

One or more of your classes may not be certified for VA educational benefits for reasons including, but not limited to, the following:

1. Your cumulative GPA is below a 2.0.
2. The classes you are enrolled in are outside your approved program of study.
3. Courses are out of sequence.
Example: Registering for ENC1102 during the Spring term and then ENC1101 during the Summer term.
4. Online remedial or developmental courses cannot be certified.

Examples include: ENC0022, ENC0025, MAT0018, MAT0022, MAT0028, REA0017, REA0022, or SLS0005

5. Program requirements have already been met.
Example: Your current program is Associate of Arts (1108) and you have completed all required communication courses (ENC1101, ENC1102, and SPC2608). Registering for an additional communication course such as SPC2065 would not be eligible for certification.
6. Missing required VA documents, including:
 - Transient or Concurrent Parent School Letter
 - VA Form 22-1995 (Request for Change of Program or Place of Training)
 - Round Out Form
7. Missing transcripts, including high school transcript, Joint Services Transcript (JST), or postsecondary institution transcripts.

Deferment

A deferment of tuition and fees charges per semester is available for students using approved VA benefits who qualify.

Here's what you need to know:

- Students apply for the deferment in myFSCJ.
- Students must provide a credit/debit card or bank account number when applying.
- Deferments are automatically drafted from the account provided on the due date of the deferment.
- Students must pay for tuition within 60 days regardless of whether benefits are received.
- Students who do not pay deferment may be disenrolled and certification to VA rescinded. This could create a debt for the student with VA and a loss of benefits until resolved.
- Students fraudulently providing bank information may be prohibited from receiving a deferment in subsequent academic years.



Note: Veteran students requesting a deferment of tuition and charges pending receipt of benefits are entering into a signed loan agreement from the College to assist with educational costs. Educational loans are not dischargeable in bankruptcy. Failure to pay tuition and fee charges may result in disenrollment, a restriction again registration, additional veteran deferments or release of transcripts, grades or diplomas. The debt can be reported to the credit bureau and collection costs assessed. If disenrolled, the student's change in enrollment status will be reported to the Department of Veteran Affairs and can affect the eligibility of benefits received.

Disclaimer

This section provides general financial aid and Veteran Affairs information only. It is accurate as of the date this handbook was published but is not meant to be a complete list of all financial aid and VA regulations. If financial aid standards of academic progress are changed, the new requirements will supersede those listed in this handbook. Florida State College at Jacksonville reserves the right to cancel or amend awards based on a change in funding or other reasons specified by federal, state and institutional policies.

Inquiries relating to benefits should be directed to the Veteran Affairs Atlanta Regional Progressing Office (VARPO) at (888) 442-4551.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <http://www.benefits.va.gov/gibill>.





Student Financial Services

Student Financial Services is located at Downtown, Kent, North and South campuses, as well as Deerwood Center. Students can visit Student Financial Services for assistance with paying tuition or other bills, requesting refunds, understanding financial aid disbursements, submitting documents for tuition assistance, verifying book authorizations, obtaining tax information (1098T) and employee waivers.

Student Bills

FSCJ offers the following options for paying your tuition:

Online (myFSCJ) - Pay online using a VISA, MasterCard, American Express or Discover card or electronic check. In addition, we accept online international credit card and wire transfer payments. Online payment is available by logging in to myFSCJ and selecting the "Financial Account" tile on the Student Center homepage. Then select the "Make a Payment" menu item in the left navigation bar.

On-Campus - You may pay your tuition and fees at any Student Financial Services office with cash, check or money order. Online credit card payments are accepted at the self-service payment stations located at each Student Financial Services office.

By Mail - If you wish to pay by mail, complete the Payment Form and mail it with your check or money order to the address shown on the form.

Tuition Installment Plans (TIPs) - are available for FSCJ students. Students may elect to pay tuition in monthly installments through the College's provider (Nelnet). These plans are offered during the normal registration period and can be increased until the first day of the A Session for each term.

Refunds

All student refunds are processed through BankMobile Disbursements, a technology solution, powered by BMTX, Inc. You can select your refund preference from one of the following methods:

- Direct deposit into your own bank account (ACH transfer)
- BankMobile Vibe account (pre-loaded card with refund monies made available for purchases)
- Paper check (ensure your mailing address is correct in BankMobile)

Financial Aid Disbursements

As a service to our students, we deduct amounts due to the institution and send the net difference to the student. Financial aid students will receive an email informing them that financial aid has been disbursed. Students are able to view the detail on their account by selecting the "Financial Account" tile on the Student Center homepage. Then select the "Account Inquiry" menu item in the left navigation bar.

Tuition Assistance Documents

Students are required to pay the total amount due for tuition by the payment deadline or submit an authorized letter of intent from a third-party sponsor, have financial aid that covers the term balance in full, or request a Veteran deferment. Student accounts will approve the deferment of fees based on the above allowable payment options.

Book Authorizations

The College will allow financial aid eligible students and students receiving grants to use a portion of their anticipated financial aid for books. Book authorizations are not additional funds offered to students. The amount is based on the financial aid award amount (PELL, Direct Loan, scholarships) for which the student is eligible, if enrollment and other criteria are followed. Book authorizations are provided to the College bookstores two weeks before the term begins and are available until approximately two weeks after the start of the term. Book authorization dates are published each term in the class schedule and on our website.

Student Tax Information (1098T)

FSCJ will issue a 1098-T to each student paying qualified tuition and fees during the tax year. These statements will be available by January 31. It is the student's responsibility to seek tax advice and determine whether the amount listed on the 1098-T can be claimed as a tax credit. 1098-T forms can be viewed and printed online by selecting the "Financial Account" tile on the Student Center homepage. Then select the "View 1098-T" menu item in the left navigation bar. If you have questions, please read the 1098-T Frequently Asked Questions.

Exemption Eligibility

Student Financial Services is responsible for processing tuition and fee waivers and exemptions. Waivers are limited to certain courses and types of instruction. The following is a list some of the most common tuition waivers and exemptions available at FSCJ:

Dual Enrollment

Students enrolled in a class at FSCJ that also counts toward high school completion do not pay tuition and fees. Dual enrolled students are not required to pay the College's application fee unless the student continues enrollment at FSCJ after graduating from high school. Exemption for tuition and fees is automatically applied and does not require the student to notify the College of eligibility.

Homeless

Homeless students may be eligible for exemption from payment of tuition and fees. The student cannot reside in adequate or fixed housing to qualify for the exemption. This definition prevents some students that are participating in specified Homeless Programs from qualifying for the exemption if, through participation in the program, adequate or fixed housing is provided. To apply for the Homeless exemption, complete the Form FSH-1, Florida Student Homelessness Verification for Tuition and Fees Exemption Purposes. Additional documentation may be required.

State Employee Waiver

State employees may be eligible for a waiver of tuition and fees. To take advantage of this opportunity, review allowed registration dates and complete the State Employee Tuition Waiver form.

Department of Children & Family Services

Students who are or have been in the custody of the Department of Children & Family Services (DCFS) are eligible for exemption from tuition and fees until the age of 28. Students applying for the DCFS exemption should submit a completed and signed State of Florida DCFS form CF-FSP5220.

Public School Teachers

Florida colleges may waive tuition and associated matriculation fees for classroom teachers enrolled in courses approved by the Department of Education for up to six (6) college credit hours per term. Florida statute defines a classroom teacher as one who must be employed on a full-time basis by a school district and must meet the academic requirements established by the state college or university. Qualified students may only enroll in undergraduate mathematics, science or special education courses. Review and complete the [Tuition Waiver for Public School Teacher form](#) to take advantage of this opportunity.

If you have questions, contact us at
studentfinancialservices@fscj.edu or
by calling (904) 646-2300.



FSCJ Student ID

The FSCJ Student ID is the official identification card of FSCJ. It is required to access College services and facilities, including campus events, the Library and Tutoring Services and pay for printer and copier services. Students are eligible to receive their ID Card once they have registered and paid for at least one course. To receive your card, you will need to provide a photo ID at any campus/center Library Learning Commons. The FSCJ student ID is a multiple-function card that can be used for the following applications:

- Official FSCJ Identification
- Attendance at FSCJ events
- Utilize your Essential Bucks accounts for on-campus printing and copying payment
- Access to the FSCJ library system
- Access to the FSCJ Student Life Centers

The FSCJ Student ID is the official identification card of FSCJ. It is required to access College services and facilities, including campus events, the Library and Tutoring Services and paying for printer and copier services. All ID's are the property of the College. If your ID is lost, stolen or damaged, you can go to [Library and Tutoring Services](#) with a receipt from Student Financial Services stating that the \$10 fee has been paid. For complete terms and conditions, visit [website](#).

Student Employment Program

The Student Employment Program (SEP) provides students an opportunity to “earn while they learn.” Our objective is to align students’ work experiences with their career goals, whenever possible, to gain experience that is meaningful and relevant to their academic and professional growth.

The number of hours a student can work depends on their class schedule, the needs of the employer, and funding eligibility. Student work schedules should be coordinated with the departmental supervisor and should not conflict with the student’s class schedule.

Eligibility Requirements

- To be eligible for student employment, students must:
- Have a current Free Application for Federal Student Aid (FAFSA) file
- Maintain Satisfactory Academic Standing
- Be enrolled in an approved degree-seeking Program of Study (A.A., A.S., bachelor’s degree, or financial aid eligible certificate program)
- Maintain enrollment in a minimum of six credit hours each term

All student employment listings are available online on the Career Services Manager (CSM) platform. To search and apply for open positions, students should log in to CSM, click on “Jobs” in the upper right-hand corner and choose “FSCJ Student Employment” under Position Type. For questions regarding student employment or the application process, email studentemployment@fscj.edu.





Ombudsman

FSCJ is committed to the principle of equal access/equal opportunity in accordance with the provisions of the Florida Educational Equity Act and all other relevant state and federal laws, rules and regulations. The Office of the Ombudsman offers students a safe and private environment to discuss escalated complaints, concerns or problems related to college policies, processes and appeals. The Ombudsman assists students in navigating College policies and procedures and understanding the student's rights and responsibilities. When appropriate, the office may initiate an informal intervention that offers an acceptable resolution to all parties.

The Ombudsman at FSCJ does not replace formal avenues or processes but offers assistance in an informal, independent, impartial, and confidential manner. The Student Ombudsman provides services that help clarify college policy and answer questions concerning appropriate channels. They assist with problems that have not been resolved by other offices and informally investigate your complaint. Referrals will be made to individuals who can address your concern and help define options that are available to you.

The Office of the Ombudsman is not a legal service and cannot provide legal advice, representation or represent you in a legal matter. The Office of the Ombudsman can, however, advise you of your rights within the College. The Office of the Ombudsman will not address disputes between members of the campus community and private individuals, companies or organizations not affiliated with FSCJ. The Office of the Ombudsman will work with the Campus Community to identify trends or gaps in service delivery and will utilize this information to make recommendations to College leadership regarding suggested changes to College policy, rules or procedures that may be outdated, unclear or ineffective.

Students can express a complaint or concern either electronically, verbally or in writing. All proceedings in individual complaints will be held confidential by the Office of the Ombudsman, unless authorized by the complainant or otherwise required by applicable law, including without limitation (Chapter 119, Florida Statutes).

The Office of the Ombudsman can be reached by contacting (904) 632-3025, by emailing ombuds@fscj.edu.



Student Assistance Program

College life can be exciting. You're learning new things and meeting new people but, it can also be stressful trying to balance classes, personal responsibilities and maybe a job. Or, it could be that you are facing more serious issues that you cannot handle by yourself. When you feel overwhelmed, we are here to help.

Because we understand the problems students face, FSCJ has created the Student Assistance Program to provide you with the resources you need to cope with College-related, personal, legal or financial issues that may be affecting your studies and your ability to be your best. Services are free and confidential and are available in person, online or by phone.

- 24-hour helpline
- Confidential crisis consultation and assessment
- In-person counseling with a licensed network provider
- Individualized educational materials and resources
- Risk assessment for substance abuse or behavioral problems
- Information on health and wellness, child care and other concerns
- Help for the challenges in life
- Relationship or family issues
- Burn-out
- Financial difficulties
- Depression
- Anger management
- Alcohol or drug abuse
- Legal concerns

College should provide some of the best times of your life. Do not let problems you may have keep you from enjoying them and preparing for the great future you have ahead. Get the help you need today by calling (904) 384-1800, (855) 384-1800 (toll-free) or visit fscj.personaladvantage.com.



Student Life & Leadership

History and Heritage Celebrations

Each year, student leaders work together to plan and carry out themed History & Heritage Celebrations including:

- Hispanic Heritage (October)
- LGBTQ+ (October)
- Veterans Week (November)
- Human Rights (January)
- Black History (February)
- Women's History (March)
- Asian American Pacific Islander (April)

For more information, please contact the FSCJ History and Heritage Celebrations at getinvolved@fscj.edu.

Leadership Training

Student Life & Leadership offers leadership retreats for interested students in the Fall and Spring terms. Students who complete the FSCJ Student Leadership Certificate Program will earn a digital badge. In addition, Student Life & Leadership can offer workshops for groups of students and student organizations that cover civic engagement, conflict resolution, cultural collaboration, decision-making, ethics, running a meeting (Robert's Rules of Order) and time management. Student clubs and organizations may also contact Student Life & Leadership to participate in the low ropes course at the FSCJ Wildwood Outdoor Retreat Center.

For more information, contact Student Life & Leadership at getinvolved@fscj.edu.

Student Government Association (SGA)

The Student Government Association (SGA) serves and advocates for the FSCJ student body in order to improve the student experience through events and initiatives. SGA is governed by currently enrolled students and consists of representatives from each campus and center. The purpose of SGA is to serve as the official voice of the student body as well as to provide a connection between the student body, faculty and the administration of the College. SGA is charged with the responsibility of participating in the College's governing process through various student, faculty and administrative councils. SGA members must be currently enrolled in nine college credit hours, have a Term and Cumulative GPA of 2.5 or higher, and must be currently enrolled or previously completed a course on the campus they are running for office. Additionally, tuition waivers and talent grants are available for selected SGA positions. The FSCJ SGA is a member of the statewide Florida State College Student Government Association. Students who are involved in the SGA for one term and are in good standing with the College will earn a digital badge. Click to view the [FSCJ SGA Constitution](#).

For more information, contact sga@fscj.edu.



Student Clubs

Get involved! FSCJ is home to a variety of extracurricular social, academic, service and occupational organizations. Student organizations fall into Seven categories – Affinity Groups, Arts & Literature, Honor Societies, Professional/Discipline Specific, Recreation & Wellness, Religious, and Special Interests.

Students can also start their own organization! Chartering an organization can be as simple as obtaining a list of at least seven interested students and a faculty/staff advisor. The “Student Organization Charter” and “Student Organization Handbook” can be found [online](#).

For more information, contact Student Life & Leadership at getinvolved@fscj.edu.

Campus Student Programming Boards

The Campus Student Programming Boards are the programming wing of the SGA and consist of student leaders dedicated to increasing student engagement at each respective FSCJ campus and center. The roles of these student leaders include marketing, coordination and logistics planning of campus events such as Fall Fest, Spring Fling, Student Involvement Fairs and more. Student leaders must be enrolled in six college-credit hours, have a cumulative GPA of 2.0, completed a FAFSA application for the current aid year and be able to commit to at least six hours per week. You must also currently be in good standing and remain in good standing while serving.

If you are interested in being part of the Campus Student Programming Board, contact Student Life & Leadership at getinvolved@fscj.edu.

Student Life Centers

Student Life Centers provide a safe place for students to relax, meet new people, and study with friends. Students may play table tennis, billiards, board games, (air hockey and foosball at some locations) and utilize televisions for gaming console use. Students may learn about different ways to get involved by speaking to Student Life & Leadership staff.

For more information, contact your campus or center Student Life Center or email getinvolved@fscj.edu.

- Cecil Center: Room A-110. Contact Kent Campus Student Life & Leadership at (904) 381-3674 for ways to get involved.
- Deerwood Center: Room G-1701, (904) 997-2507
- Downtown Campus: Room C-101, (904) 633-8273
- Kent Campus: Room G-149, (904) 381-3674
- Nassau Center: Room A-102. Contact North Campus Student Life & Leadership at (904) 766-5550 for ways to get involved.
- North Campus: Room E-235, (904) 766-5550
- South Campus: Room U-200, (904) 646-2251

Volunteer Service Programs

Volunteer Services offers opportunities for students to connect with the community by encouraging them to take a few hours out of their week to volunteer. Students learn how to work cohesively with different people to form teams as well as how to be a leader. To see what volunteer opportunities are available, track volunteer hours, or create a volunteer resume, please log in to FSCJ Serves. In addition, three digital badges are available for FSCJ students who complete 50-99, 100-199, and 200-1,000 hours of service respectively. If you have additional questions about the areas of Volunteerism, contact getinvolved@fscj.edu.



Volunteerism

Volunteering allows the unique opportunity to give your time and talent to the community while learning more about the world you live in. Even if you just take a few hours out of your week to volunteer, it can make an impact not only in your life but also in the lives of others. Volunteering can help you understand how to work cohesively with different people to form teams as well as how to be a leader. You will also get a key insight into your future career goals by being able to build your resume while you explore careers and network. You never know who you might meet while volunteering! It is also a great place to build a list of references or connections that can help you when it is time to apply for jobs.

College is stressful, there is no questioning that! But by volunteering for an organization that helps those in need, you will get the chance to see how fortunate a stressful college life can be. There is a wide range of volunteer opportunities available. There are a number of organizations that FSCJ partners with that are geared toward on-going community, campus and global service. However, if one-time or stand-alone service events are your preference, we have those, too.

Campus Involvement Fairs

Like to serve, but prefer to do things face-to-face? Check out the Campus Involvement Fairs. These events provide students the opportunity to speak with different community agencies that are seeking volunteers. Campus Involvement Fairs are held on campuses during the beginning of the Fall Term.

For more information, please email getinvolved@fscj.edu.

FSCJ Serves

FSCJ serves. It's what we do. FSCJ Serves is an online resource established to bring students, non-profit organizations, and community agencies together for a common purpose: to serve the needs of Duval and Nassau counties.

The opportunities listed on FSCJ Serves are provided by our community partners and can range from youth mentoring organizations, senior citizen facilities, environmental groups, museums, community revitalization, cultural art endeavors and everything in between. Create your free profile to start tracking your volunteer hours today and generate your volunteer resume! Learn more by visiting FSCJ Serves or download our volunteer App – Causer on Apple Store or Google Play.

FSCJ H.O.P.E. Food Pantry

The FSCJ H.O.P.E. Food Pantry is dedicated to serving students by providing food and educational programs to assist in the successful pursuit of their academic and personal journey. H.O.P.E. stands for Helping Out People Every Day and that is the goal of the pantry. The pantry allows students anonymous and free access to non-perishable food products made available by generous donations from the community.

To donate to the H.O.P.E. Food Pantry, either bring your items to the pantry during our hours of operation or to the Student Life Offices on any of our four campuses. We ask that no alcohol, medicine, perishables, open containers or glass containers be donated for safety reasons. We do need drinks (water, sports drinks, powder mixes, etc.), canned/ packaged fruit, peanut butter, breakfast items, rice, pasta, boxed meals, microwavable meals, ramen and snacks.

If you are a student in need of food assistance, please come by the pantry. We are located at South Campus in D-116 and Downtown Campus in C-124. Hours of operation are subject to change; therefore, we ask that you email us to get current hours. Besides food, we also have a listing of other area resources that may be of interest to you.

If you have questions about the H.O.P.E. Food Pantry or need assistance, please contact us at FoodPantry@fscj.edu

If you have additional questions about the areas of Volunteerism, contact us at getinvolved@fscj.edu.



Military & Veterans Service Center

The Military & Veterans Service Center (MVSC) provides assistance and resource referral services to active military, Veterans and their family members. The MVSC furnishes educational resources to further academic success, leading to a degree, certification or licensure and employment in a high-demand, high-wage career field. Coupled with professional respect, responsibility, and accountability, the MVSC is the principal advocate at FSCJ for active military, Veterans and their family members ensuring their unique needs and challenges are met.

Specific services include:

- Educational Benefits Information & Student Services Counseling
- Military Transcript Evaluations REQUIRED for Active Military Members, OPTIONAL for Veterans Admissions, Academic Advising & Enrollment
- Financial Aid Guidance & Referral
- Disabilities Services Referral
- Education & Career Counseling
- Community Events and Resources
- Information Sessions
- Jacksonville-area Veteran Assistance Referral
- Veteran-to-Veteran Networking
- Coaching/Mentoring
- VetSuccess on Campus

MVSC Locations

South Campus, Bldg. U, Suite. 130

Kent Campus, Bldg. B, Suite. 104

For more information on our services or offerings, call (904) 357-8890 or (800) 700-2795 or email at vets@fscj.edu.



Local Base Support

The Jacksonville-area Navy base programs exist for the purpose of increasing availability of educational opportunities for military service personnel, their family members and federal government employees.

To accomplish this mission, the College provides:

- College-credit courses with an emphasis on the General Education Requirements offered at each base during FSCJ's regular terms and accelerated Twelve- and Seven-week terms
- Classes are offered on base in a sequential program, enabling enrollment throughout the year in the A.A. and selected A.S. programs
- A full range of advising, registration and orientation services, including entry placement testing
- A liaison with the military educational service officers to assist students in the use of the military service financial aid programs.

Note: For security purposes, all non-Department of Defense (DoD) students taking classes on the military base are required to have access. If student do not have access to the military base, they must complete the SECNAV5512 application form (at least two weeks) prior to the beginning of each term and provide a notarized letter if the vehicle being driven is not registered in his or her name. **This information must be provided to the base point of contact to receive entry to the military installation. Otherwise, base access will be denied.**

Base Contacts:

Student Service Lead Specialist

mayport@fscj.edu

Phone: (904) 646-2282

Student Service Lead Specialist

nasjax@fscj.edu

Phone: (904) 573-2329

Library and Tutoring Services

The Library at each campus and center at the College is designed to offer students a wide variety of quality study facilities, learning resources, research assistance and tutoring services. The Library facilities offer students convenient group and individual work/study rooms and environments. Computer labs at each location offer state-of-the-art computers, software programs and multimedia technology. All facilities provide high-speed wireless network accessibility.

Library resources include both physical and online information materials that support the educational programs of the College as well as recreational reading materials of interest to students. Physical materials include books, journals, magazines and DVD collections. Online information resources provide 24/7 access to hundreds of databases, which provide full-text access to millions of articles, eBooks and streaming video collections.

Research assistance is provided by librarians who enjoy working closely with college students. Librarians provide a wide range of services, including subject-specific instruction for whole classes, group orientations, tours, and individual assistance at the Library Reference Desk or through online chat.

Tutoring services are commonly seen by many students as one of the most useful student support services at the College, and these services are free of charge for all currently enrolled students. FSCJ tutors include both full-time and part-time professional tutors as well as peer tutors who are currently enrolled students at the College. Tutors can assist students in most core subject areas, including math, writing, languages, science and more. Tutoring services are available on campus and online to support coursework in all modalities. Tutoring services are available to all students, whether they need assistance with challenging subjects, wish to enhance their learning experience, or seek to maximize their academic performance.

For more information about Library and Tutoring services, policies, locations, hours of operation and access to online resources, please visit the Library webpages via [myFSCJ](#), Canvas or [library.fscj.edu](#).





Success & Coaching

Academic Success Coaching

The team of Academic Success Coaches are here to support you! Our coaches work with students to identify obstacles and create collaborative solutions to empower them to achieve their academic goals.

When students meet with a coach, they engage in a conversation designed to enhance their academic performance and well-being. Coaching provides a partnership between an Academic Success Coach and students seeking to develop strategies for being successful in college and/or improve their GPA. The goal is to help students achieve optimal academic performance – we want you to do well in school, graduate, and move on to the next step, whether that be to a career or pursuing a higher degree!

This partnership is designed to:

- Identify barriers to academic progress
- Implement a personal solution to challenging issues or areas of concern
- Explore and practice good study skills and habits
- Discover resources available to support your personal, social and academic goals

Academic Success Coaches are committed to providing students' ongoing support. From working on time management to test anxiety, Academic Success Coaches help students stay on track as they progress. After an initial visit, students can schedule follow-up appointments to help increase their confidence and achieve their goals. These visits are free and available to all students.

Students on Probation or Suspension, are required to meet with an Academic Success Coach to discuss any registration holds that will prevent them from signing up for classes. Check out FSCJ's [Catalog](#) to find out more about this process.

How can an make an appointment with an Academic Success Coach?

Appointments can be made by logging in to the Insight student account (accessible through the [myFSCJ](#) portal, Useful Links, My Life @ fscj and login to Insight). If you have questions regarding appointments, please email successcoaching@fscj.edu.



Student Support Services

The College recognizes the importance of supporting students' well-being in all aspects of college life. The role of Student Support Services is to offer support through social and community service referrals for students at risk and to provide academic accommodations for students with disabilities. Our goal is to support underserved student populations, including but not limited to:

- Students identified as at-risk academically
- Postsecondary foster care students
- Students experiencing food insecurity
- Low-income students
- First generation college students
- Students with disabilities
- Students at-risk of homelessness

Student Support Services uses an interactive process, which starts with a simple conversation. Our goal is to understand each students' unique situation and identify partners within the College and/or community to help address specific needs. This collaboration brings resources together to enhance the overall transformational student experience.

Students with Disabilities

In accordance with the Americans with Disabilities Act (ADA), the Americans with Disabilities Act as amended in 2008 and Section 504 of the Rehabilitation Act of 1973, the College ensures that its admission requirements are uniformly applied, and that its services, activities, facilities and academic programs are accessible to and usable by all qualified students. Student Support Services implements and coordinates reasonable accommodations and disability-related services to promote access for the full participation of individuals with disabilities in all aspects of college life.

The Rehabilitation Act defines a disability as a physical, mental or learning impairment which substantially limits one or more major life activity (i.e. seeing, hearing, speaking, walking, sitting, standing, breathing, reading, writing or performing mathematical calculations, and caring for oneself). Both the impairment and the limitation of a major life activity must be established to be eligible under the ADA.

Academic Accommodation/Adjustments

Academic adjustments are available to students who identify themselves as having a disability and as being otherwise qualified for admission to the College. Each student is responsible for providing documentation of their disability and requesting appropriate accommodations. The intent of academic accommodations is to provide students with disabilities similar opportunities for success and for mastery of academic skills. Each student's case is assessed individually based on documented evidence from appropriate medical and clinical professionals regarding the student's disability and a comprehensive interview with Student Support staff.

Eligibility

Students are eligible to receive academic accommodations by self-identifying their disability with Student Support staff. The student must complete an intake form and provide the office documentation of disability.

For more information, visit our [webpage](#), or contact us at accomodateme@fscj.edu.

Sign Language Interpreters

For information on interpreter services or to make a request, contact interpreterservices@fscj.edu or call (904) 632-5008 or through video phone at (904) 352-1661.



TRiO Student Support Services

FSCJ's TRiO Student Support Services-STEM (Science, Technology, Engineering and Mathematics) which includes all Health Science programs is part of a network of federally-funded programs called TRiO, whose objective is to expand educational access and opportunity in higher education for all Americans. While financial aid programs help students overcome financial barriers to higher education, TRiO programs help students overcome class, social and cultural barriers to higher education.

Located at FSCJ North Campus since 2010, TRiO SSS-STEM provides individual and group services to 160 students. Its mission is to increase the academic success, retention and graduate rates of first generation (neither parent/guardian has completed a bachelor's degree), low-income students and individuals with a disability.

An important aspect of the program is that it provides a consistent and ongoing support system that program participants depend upon throughout their time here at FSCJ, and they may participate throughout their enrollment at the College.

If students are committed to achieving their academic goals, they will find great benefits in joining the program.

Program Eligibility

- First-generation, low-income and/or disabled college students (first generation means neither parent obtained a bachelor's degree)
- Must be a U.S. citizen or legal resident.
- Must be enrolled at FSCJ taking the STEM/Health Science prerequisite courses and/or accepted into a STEM or Health Science program.

- Must be interested in obtaining a certificate or associate degree in STEM/Health Science and transferring to a four-year program and/or university.
- Should have a GPA of 2.0 or higher
- Must be educationally disadvantaged or have academic need, according to federal guidelines

Program Services

- Academic/career/personal advising
- Academic tutoring
- Financial-aid advising and assistance
- Financial and economic literacy
- Peer mentorship
- Assistance with university transfer process
- Campus tours
- Cultural enrichment activities
- Workshops
- Academic resources (textbooks, test prep, health model, etc)

Applications can be mailed to:

FSCJ North Campus, 4501 Capper Road
Building D, Room D-316, Jacksonville, FL 32218

International Student Services

Be a part of our culture! FSCJ has a proud history of enrolling a diverse population of students from around the world. We have students from dozens of countries, speaking more than 80 languages. The International Student Services (ISS) Office is here to help our F-1 visa students transition to FSCJ and experience the culture of the Jacksonville area.

We are here to assist you with:

- Adjusting to a new academic environment and culture.
- Academic advising.
- F1 International student orientation at the beginning of first term.
- Connect F1 international students to the vital and relevant resources needed to thrive at FSCJ.
- Support and assist F1 international students in planning for life beyond FSCJ.

ISS can also assist with:

- I-20 issuance
- F-1 Visa regulations
- CPT/OPT
- Travel regulations
- Maintaining status

If you would like to find out more information about International Student Services for F-1 visa holders, contact us at fscjinternational@fscj.edu.





Career Services

Our Career Services staff is experienced and knowledgeable about a variety of majors, career options, interviewing techniques, job search strategies and employment trends. If you have questions about your career path, our career services professionals are dedicated to helping you find the answers. Career Services advisors are available to guide you in gaining relevant work experience, preparing you for the workforce and achieving your career goals.

Career Advising

Career advisors are eager to work with you to:

- Discuss your career interests, answer your questions and assist in developing a plan to reach your goals.
- Review documents such as résumés, cover letters and employment application materials.
- Administer and interpret career assessments and navigate through the career decision-making process.
- Guide you through our programs and recommend resources including those available in our office and [online](#)

Events

Career Services hosts events throughout the year, including:

- **Career Readiness Workshops:** Looking for an internship, part-time or full-time employment? Career Services advisors are here to help you find the right opportunities to meet your career goals. We offer informational sessions on topics such as résumé writing, interviewing, job or internship search strategies and networking techniques.
- **Job Search Preparation:** The key to any successful job search is early planning and preparation. Be sure to use Career Services before you launch your job search. Services available include résumé critiques, cover letter reviews, interview preparation assistance, mock interview appointments and job search strategy development.
- **Career Fairs:** Join us at one of our semi-annual career fairs to connect with employers and to learn more about their job opportunities.

Career Closet

FSCJ is proud to offer Career Closet, a valuable resource for FSCJ students and recent graduates looking for professional attire and accessories for job interviews and the first few days of work or an internship. Career Closet, currently located at Kent Campus F-116, offers items such as blazers and jackets, dresses, blouses, business pants, belts, jewelry and more at no cost to the student. For more information, visit our website: [Career Closet](#).

Schedule an Appointment

Career Services advisors are available to assist students either in person, by phone or virtually. If you have questions or would like to schedule an appointment to meet with a Career Services Advisor, please visit fscj.edu/student-services/career-services.



HOME OF THE MANTA RAYS



Athletics

FSCJ Athletics offers opportunities to compete and represent the College in eight varsity sports: Men's Basketball, Men's Baseball, Men's Cross Country, Women's Basketball, Women's Softball, Women's Cross Country, Women's Indoor & Beach Volleyball as well as Esports. Our teams compete in Region VIII of the National Junior College Athletic Association (NJCAA). Tickets to home contests are free to all faculty, staff and students with valid College ID. For more information, visit the Athletics website at fscjmantarays.com.

Office for Civic Engagement

The FSCJ Office for Civic Engagement (OCE) advances the College's strategic initiatives on academic service-learning and civic engagement. Framed as an instructional pedagogy, academic service-learning is a teaching and learning strategy that integrates meaningful community service with academic learning goals and critical reflection to enrich the student learning experience, teach civic responsibility and promote community advocacy. Considered a high-impact educational practice by the American Association of Colleges and Universities, academic service-learning engages students more deeply in the course materials, contributes to their personal and career development, promotes civic participation and strengthens FSCJ's relationship with the local community. Students who participate in academic service-learning gain skills in critical thinking, communication, teamwork and leadership development.

Civic engagement is a broader category that includes academic service-learning yet also refers to individual and collective actions that address issues of public concern. The Office for Civic Engagement supports events and initiatives that provide opportunities for FSCJ to be involved in improving the broader community. These engagements span local, state, regional, national and global concerns of humanity. Additional components of academic service-learning include community advocacy,

public programming and career-informed service-learning. Service can be completed either in person or virtually depending on the opportunity. Virtual service-learning opportunities are provided in the Academic Service-Learning Virtual Guides available through various distribution channels including the Library and Tutoring Services Service-Learning LibGuide, Faculty Transition webpage, and the Academy of Teaching and Learning.

The Office for Civic Engagement can assist students who are assigned academic service-learning in their courses by connecting them to opportunities in the community. Service opportunities offer experiential learning as a way to help students complete their academic service-learning hours. OCE staff will assist students with any required paperwork or with electronic documentation in FSCJ SERVES (serve.fscj.edu). The OCE also facilitates class presentations on academic service-learning and answers related questions regarding the OCE Academic Service-Learning Recognition Program for both students and faculty.

For more information about academic service-learning opportunities, please contact the Office for Civic Engagement staff at servicelearning@fscj.edu.

Office of Global Learning

Welcome to the FSCJ Office of Global Learning (OGL) where we inspire cultural awareness and an appreciation of diverse peoples through a variety of programs and opportunities. Established in 2019, The Center for International Education (CIE) marked the beginning of strategic programming designed to offer FSCJ faculty, staff, students and the greater community with international learning opportunities. In 2025, the program name was changed to the Office of Global Learning. You are invited to learn more about the OGL and we look forward to your participation in our various programs.

Our Mission is to connect the global community of learners and educators toward global citizenship in a changing world.

Our Vision is to cultivate global mindedness and gain an understanding of all cultures.

There are four distinct program areas in which the OGL continues to grow and develop international education:

1. Global Scholars Distinction and Global Citizen Award
2. Study Abroad and Study Away at FSCJ
3. Virtual Exchange
4. International Learning Opportunities through Signature Events and Student Engagement Activities

Global Scholars Distinction and Global Citizen Award:

FSCJ has partnered with UNC World View from the University of North Carolina Chapel Hill. FSCJ is the only partner from Florida and has the only fully globalized Bachelor of Science in Nursing program in Florida. Global Scholars Distinction and Global Citizen Award programs are an educational framework for globalizing various activities and assignments within a course as well as providing global experiences and activities for students. Here at FSCJ, we have more than 50 globalized courses throughout a large variety of disciplines.

International Learning Opportunities: Offers students the opportunity to engage in international learning here at the campus or in the community. Each year the OGL hosts an International Education Conference focused on providing cultural experiences and professional development centered around Study Abroad and Study Away, Citizen Diplomacy, and Global Learning and Community. Signature events also provide the College community with opportunities to connect with professionals from other countries on a variety of topics either in person or through webinars. Each year the OGL hosts a Celebration of Cultures Photo Contest which is open to all faculty, staff and students to enter cultural photographs. In addition, the OGL works with the University of North Florida (UNF) to offer the Friendship Across Cultures program which connects FSCJ ESOL students with UNF TESOL students to learn, communicate and develop cultural and language skills.

Study Abroad and Study Away at FSCJ: Offers students and faculty the opportunity for travel both domestically and abroad to learn about different cultures, peoples, languages and societies. Through Alternative Spring Break Service-Learning and Faculty-Led Study Abroad programs, the OGL is developing affordable and time conscious opportunities for students to participate in programs which cater to the needs of our students while being impactful and diverse. Study Abroad and Study Away programs launched in spring of 2023 with more than 150 students traveling so far to Puerto Rico, South Africa and Zimbabwe, France, London and Wales, and Italy.

Virtual Exchange: A collaborative program that allows FSCJ faculty and students to work alongside partners from other countries for cultural and academic learning using a virtual platform. This is an evidence-based pedagogy that allows students the opportunity to connect synchronously and asynchronously with students all over the world and from other states. FSCJ has partners in the United Kingdom, Brazil, Colombia, France and South Africa. We continue to develop partnerships with a variety of countries around the world.

FSCJ Student Housing

FSCJ is providing a residential option to better serve our students. FSCJ Student Housing provides safe facilities that create inclusive environments for holistic student development and success. Residents are provided opportunities to engage across difference, live in the community and grow through conversation and interactions with their peers. By choosing to live in FSCJ Student Housing, students immerse themselves in the Jacksonville culture and experience a valuable part of their educational journey.

Details of FSCJ Student Housing policies and procedures are included on our website, fscj.edu/housing.

Questions regarding FSCJ Student Housing should be directed to housing@fscj.edu.

Dining Services

FSCJ Dining Services offers delicious and convenient food options at five of our locations. Whether you need a quick on-the-go snack or you are looking for a full meal, our dining locations are a perfect choice!

Deerwood Center:

Located on the 1st Floor (Room D-1400)

Downtown Campus:

Located in Building A (1st floor)

Kent Campus:

Located in Building G (Student Life Center)

North Campus:

Located in Building E (Room E-120)

In addition, North Campus hosts Food Truck Wednesdays, featuring a rotating selection of food trucks that bring a diverse range of culinary options to the campus each week.

South Campus:

Located in Building U (Room U-135)

FSCJ Culinary Dining Experience

Cafe Frisch is operated by students and staff in FSCJ's Culinary Arts and Hospitality Management programs as part of the degree requirements. Menus and hours are subject to change throughout the term.

Cafe Frisch:

Downtown Campus, Building C (Room 106)

Reservations required.

Email: cafefrischreservations@fscj.edu

For more information visit fscj.edu/cafe-frisch.





Child Care Center Services

The following locations have **Chappell Child Development Centers** on site:

Downtown Campus

Tiffiney Brown

101 W. State Street
Jacksonville, FL. 32202
(904) 632-3122
Fax: (904) 633-5944

Kent Campus

Kristina Pike

3939 Roosevelt Blvd.
Jacksonville, FL. 32205
(904) 381-3445
Fax: (904) 381-3499

North Campus

Kaneisha Hall

4501 Capper Road
Jacksonville, FL. 32218
(904) 713-6010
Fax: (904) 713-6012

South Campus

Shawn Oliver

11901 Beach Blvd.
Jacksonville, FL. 32246
(904) 646-2225
Fax: (904) 646-2230

The following locations have Chappell Child Development Centers off-site:

Deerwood Center

Chantal Riley

8400 Baycenter Road
Jacksonville, FL. 32256
(904) 739-1279
Fax: (904) 739-3588

San Marco Center

Latroya Barnes Drake

1301 Riverplace Blvd.
Jacksonville, FL 32207
(904) 399-1009
Fax: (904) 399-3161

For student rates and a complete listing of services and information, please visit fscj.edu/child-care.



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