



Office of Graduate Programs, College of Business at UCF Downtown

Real Estate MSRE Graduate Program Handbook 2020

UNIVERSITY OF CENTRAL FLORIDA

Office of Graduate Programs
College of Business at UCF Downtown
528 W. Livingston Street, Suite 304
Orlando, FL 32816
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Office of Graduate Programs, College of Business at UCF Downtown

Welcome to the UCF College of Business! You have made a wise decision regarding your education and career by joining our program. Our mission is to provide the highest quality professional and executive education to working professionals who want to improve their career options and meet the evolving needs of the business community.

We believe this mission will be made possible through excellent educational experiences for our students and our faculty. Our program is based on face-to-face coursework, a limited-size cohort using a student team approach to developing leadership, and incredibly diverse and accomplished faculty. Although UCF is one of the largest universities in the country, you will find the OGP to be a boutique experience given our location, facility, and our staff.

I am confident that your time invested with the Office of Graduate Programs and faculty will enable you to achieve your career and personal goals. Feel free to reach to our team if you have questions, concerns, and/or feedback to enhance our service delivery. Thank you again for making this wise choice and joining our team!

Sincerely,

A handwritten signature in black ink that reads "Darrell Johnson". The signature is written in a cursive style and is enclosed in a thin black rectangular border.

Darrell Johnson, Ph.D., LPC
Assistant Dean of Undergraduate Studies, College of Business Administration
Executive Director, College of Business Office of Graduate Programs

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PREFACE

All UCF students are expected to follow university policy. The Office of Graduate Programs (OGP) developed this supplemental student handbook as a reference tool for you to refer to as you progress through your program. You will find helpful how-to information as well as policies, procedures and contact information.

OVERVIEW OF THE OGP

The OGP is a part of the UCF College of Business (COB). The OGP was established in 1992 (originally named the Executive Development Center) to provide executive and professional master's degree programs, as well as specialized executive education programs for individuals and organizations in the local, state, national, and international business communities.

The OGP offers a variety of academic programs on-site to meet student needs. The MBA offers three track options: The Executive MBA, the Part-Time Professional MBA and the Full-Time Professional MBA. The OGP also offers several specialized master's programs for professionals who are seeking a business degree with an emphasis in a certain industry or function area including business analytics, human resources, entrepreneurship, and real estate.

OGP ACADEMIC MISSION, VISION AND VALUES

MISSION

Provide high quality professional graduate degree programs to meet the evolving needs of the business community.

OGP VISION

Continuous improvement and pursuit of excellence in graduate business education. Excellence means the highest quality in-class curriculum and instruction, attention to student needs, and curricula that prepares students for successful and innovative careers in business.

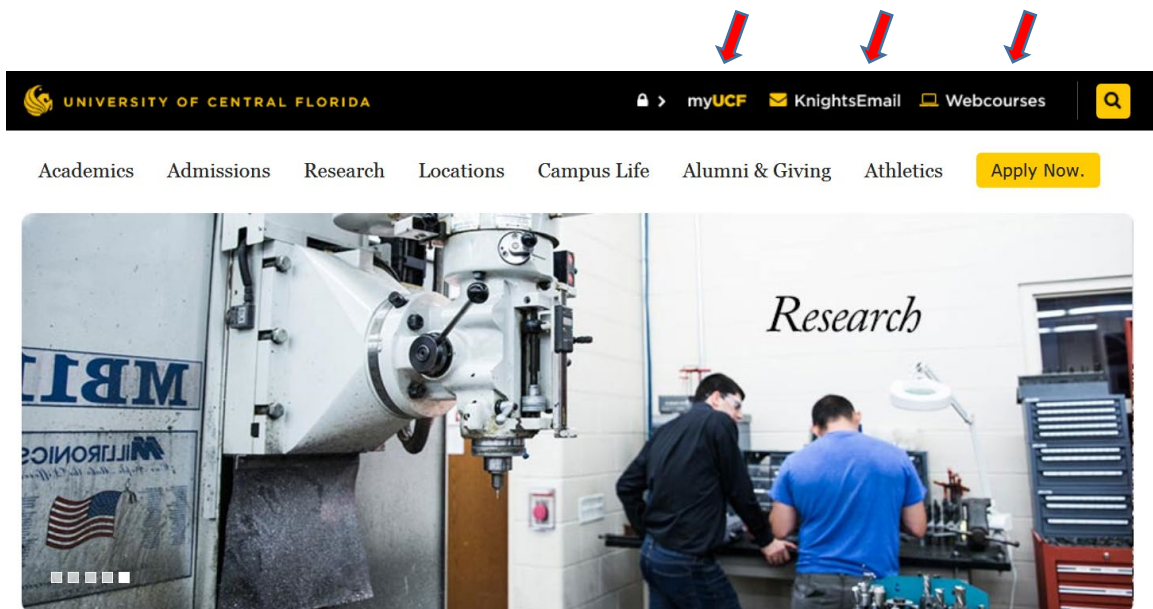
OGP VALUES

The values the OGP holds as an organization and teaches students are that of MERIT.

- Mastery of learning
- Evidence-based outcomes
- Reliable information
- Innovative learning experiences
- Team-focused environment

GETTING STARTED

Many of the tools to get started in your program, as well as tools that you will continue to use throughout your program, can be accessed from the UCF Home Page (www.ucf.edu); namely **myUCF**, **Knights Email** and **Webcourses**. Below you will find information on how to access each area.



SPOTLIGHT



Connect with UCF on Your Phone

From events to videos and news to maps, UCF Mobile

NEWS



UCF's Sport and Exercise Science Doctoral Program Ranks 6th Nationally

UPCOMING EVENTS

Date	Description
Oct 06 11:00 AM	Networking Strategies CAREER SERVICES AND EXPERIENTIAL

UCF NID & UCF ID

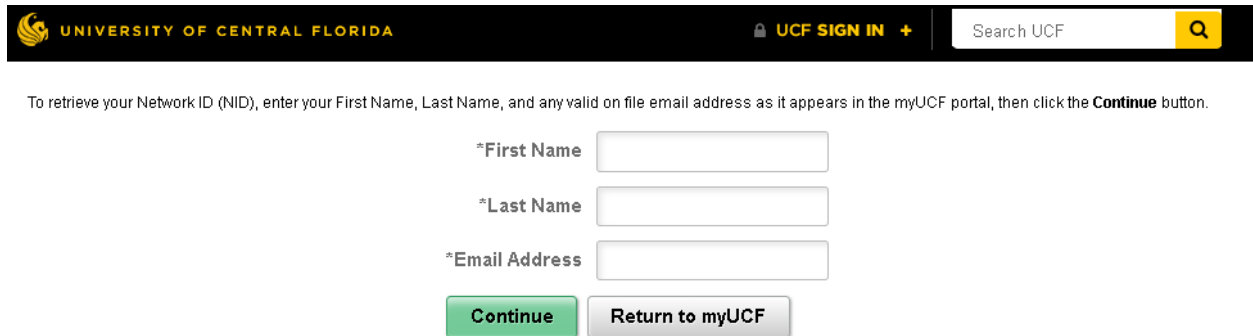
As a UCF student you are assigned two unique identifiers, your NID and your UCF ID. It is important to understand the difference between these two identities and when each is to be used.

NID (Network ID): Your NID is formed from combining the first two letters of your first name with unique random numbers and is assigned when you are first entered into the UCF system. Your NID is yours for life and will never be assigned to another individual. Your NID is used for logging on and gaining access to many UCF systems such as:

- The my.ucf.edu portal
- The UCF_WPA2 wireless network

Your NID serves no other purpose than to authenticate you into UCF systems. However, it is VERY important that your NID not be shared and that the password be kept secure as anyone that gains access using your NID will have access to your data within the UCF system.

To lookup your NID go to <https://my.ucf.edu/nid.html>. The box below will appear. Follow the instructions.



The screenshot shows the top navigation bar of the UCF myUCF portal. On the left is the UCF logo and the text "UNIVERSITY OF CENTRAL FLORIDA". On the right is a "UCF SIGN IN +" button and a search bar labeled "Search UCF" with a magnifying glass icon. Below the navigation bar is a text instruction: "To retrieve your Network ID (NID), enter your First Name, Last Name, and any valid on file email address as it appears in the myUCF portal, then click the **Continue** button." The form contains three input fields: "*First Name", "*Last Name", and "*Email Address". Below the fields are two buttons: a green "Continue" button and a grey "Return to myUCF" button.

NID Password: Once you have your NID, go to my.ucf.edu and click on “NID PASSWORD RESET.” The box below will appear. Follow the instructions. This is also where you go to reset your NID password.

- There is no default NID password. You set it for the first time with a password reset.
- Always use a strong password (8 or more characters, mix of letters, numbers, special characters).
- Your NID password expires 60 days after the last reset and can't be used to access UCF services until it is reset.

If you have difficulty using the self-service tools or have additional questions, you can contact the UCF Service Desk at 407-823-5117 or email at servicedesk@ucf.edu.

GETTING LOCKED OUT: Be sure to log off of all secondary devices (smartphones, iPads, laptops, etc.) and sign out of all services (e-mail, wireless, etc.) that are using your NID and NID password before you change it. If those devices or services keep trying the old password, your NID account will become locked. If your NID is locked, change the password on devices that store it and then sign out of all devices and services. Wait 20 minutes and then attempt to sign back in. If you find the account is still locking up, contact the UCF Service Desk at 407-823-5117 for further assistance.

UCF ID: Your UCFID is a unique random number that is assigned when you first enter the UCF system. Like the NID, your UCFID is yours for life and will never be assigned to another individual.

Your UCFID is your primary identification number within the UCF system. This number is associated with your student record that contains your personal information as well as things like grades and class schedule. Your UCFID IS NOT used to log on to the portal or any other system at UCF, it is used only to identify you within the system.

Your UCFID number is printed on the front of your newly assigned UCF student ID card. If you do not know your UCFID, please follow these steps:

1. Go to my.ucf.edu.
2. Sign on using your NID and NID password.
3. Go to Student Self Service > Personal Information > UCFID Info.
4. Your UCFID, NID and UCF ID Card # information will be displayed.

The screenshot displays the Student Center interface. At the top, there are navigation tabs: Home Page, Student Message Center, Online Course Tools, Dashboards, and Informational Resources. A search bar is located in the top right corner. The main content area is titled 'Student Center' and is divided into several sections:

- Academics:** Includes a search bar, a message stating 'You are not enrolled in classes.', and a dropdown menu for 'other academic...'. Below this is a section for 'My Account' with links for 'Fee Invoice', 'Statement of Charges', 'Student Direct Deposit', 'Tuition Payment Plan', and '1098-T Tax Management'. There is also a 'Financial Aid' section with various links.
- Finances:** Features a message stating 'You have no outstanding charges at this time.' and a 'To View:' section with links for 'Due Charges / ePay'.
- Search for Classes:** A green button labeled 'SEARCH FOR CLASSES'.
- Holds:** A section indicating 'No Holds'.
- To Do List:** A section indicating 'No To Do's'.
- Enrollment Dates:** A section with a 'details' link.
- Advisor:** A section indicating 'Program Advisor: None Assigned'.

A red arrow points to 'UCF Alert' in the left-hand navigation menu.

KNIGHTS EMAIL

To communicate in a more expedient manner, UCF uses e-mail as the official means of notifying students of important university business and information concerning registration, deadlines, financial assistance, scholarships, tuition and fees, and many other critical items for satisfactory completion of the program. The university sends all business-related and academic messages to a student's Knights e-mail address to ensure that there is one repository for that information; it is very important to check your Knights email frequently.

Every student must register for, and maintain, a Knights e-mail account at <http://www.knightsemail.ucf.edu> and check it regularly to avoid missing important and critical information from the university including official announcements and notifications. Communications sent to the Knights e-mail address on record will be deemed adequate notice for all university communications. The university does not accept responsibility if official communication is rejected or fails to reach a student who has not registered for, or maintained and checked on a regular basis, their Knights e-mail account. It is not advisable to forward the Knights e-mail account automatically to another email account, as this may lead to delays in receiving or delivery failure of messages.

Additionally, each student must have an up-to-date emergency e-mail address and cell phone number by which to be reached in case of a crisis on campus. This contact information will be used only for emergency purposes. Students must also ensure that permanent and mailing (local) addresses and telephone numbers are current with the university at all times. Students can update their contact information online at <https://my.ucf.edu>.

HONOR YOUR KNIGHTHOOD

As a new UCF student you are required to complete “Honor Your Knighthood.” Honor Your Knighthood is a concept in regard to new UCF students developing an understanding of the importance UCF places on subject matters related to Academic Integrity, Alcohol Awareness, Sexual Assault, and Hazing Prevention. Through the completion of four individual on-line modules, UCF students will begin to demonstrate tenets associated with the UCF Creed of Integrity, Scholarship, Community, Creativity, and Excellence. UCF is committed to student safety and success both inside and outside the classroom.

Each module has a unique access date (when the module is available to take) and a unique deadline date for completion. We encourage the completion of these four (4) individual modules prior to the designated deadlines for each module. Failure to complete each of these modules by the deadlines will result in a HOLD on the student’s account mid-semester, which will prevent registration for future semesters. Access and deadlines dates for the current term are located at honor.sdes.ucf.edu/integrity.

Please visit the Honor Your Knighthood website honor.sdes.ucf.edu/ for more information.

STUDENT ACCESSIBILITY SERVICES

Students who are requesting accommodations for disabilities or other learning differences need to register with the UCF Office of Student Accessibility Services. More information about the services offered and how to register can be found on their website <http://sas.sdes.ucf.edu/> or by calling 407-823-2371. Their office is located on the main campus at 4000 Central Florida Blvd., Ferrell Commons 7F, Room 185, Orlando, FL 32816-0161.

MY UCF and the STUDENT CENTER

myUCF is an online personalized portal that is accessed with your NID and NID password. This secure site allows you to view your UCF account as well as update some personal information. Through the Student Center, you can view your class schedule and grades, view HOLDS and TO DO LISTS (necessary items that require action), update personal information, pull a fee invoice, pay your tuition, view your Financial Aid status, accept/decline Financial Aid awards, apply for graduation and request official transcripts

To access myUCF, go to the UCF home page www.ucf.edu, > **UCF SIGN IN** > **myUCF** and sign in using your NID and NID password or go to my.ucf.edu.

UCF STUDENT CENTER

The screenshot displays the UCF Student Center web portal. At the top, there is a navigation bar with the University of Central Florida logo, a search box, and menu items: Home Page, Student Message Center, Online Course Tools, Dashboards, and Informational Resources. A left-hand navigation menu lists various categories such as Academic Resources, Student Self Service, Personal Information, Holds & To Dos, Student Records, Graduate Students, International Students, Undergraduate Admissions, Student Accounts, Financial Aid, Housing, Employee Self Service, Manager Self Service, Faculty/Advisor Self Service, Reporting Tools, and Questions. The main content area is titled "Student Center" and is divided into several sections:

- Academics:** Includes a search box, a message "You are not enrolled in classes." with a link to "enrollment shopping cart", and a dropdown menu for "other academic...".
- Finances:** Includes a message "You have no outstanding charges at this time." with a link to "Due Charges / ePay", and a "To View:" section with links for "View Your Account link" and "Tuition, Due Date, Deferments use Fee Invoice link".
- Financial Aid:** Includes links for "View Financial Aid", "Accept/Decline Awards", "View Financial Aid Bulletin", "View Financial Aid Status", "Report Other Financial Aid", and "Disbursement Details".
- UCF Textbook Purchase Program:** Includes links for "Textbook Purchase Program Opt In" and "Textbook Purchase Program Status".
- Personal Information:** Includes a "Contact Information" section with fields for "Mailing Address", "Permanent Address", "Phone Numbers", and "Email Addresses".
- Undergraduate Admissions:** Includes a link for "Undergraduate Application Status".
- Graduate Students:** Includes links for "Request Information", "Apply For Admission", "Application Status", "Record Change Request Status", "Bulletin Board", "Graduate Funding", and "Thesis and Dissertation Status".

Additional features include a "SEARCH FOR CLASSES" button, "Holds" and "To Do List" sections (both showing "No Holds" and "No To Do's"), "Enrollment Dates" with a "details" link, and an "Advisor" section showing "Program Advisor" as "None Assigned".

PARKING

Downtown Orlando Parking: Parking passes will be issued by the OGP to enrolled students allowing parking in designated UCF student parking areas in UCF Parking garages. These passes will work both at UCF Downtown and on the UCF Main campus. One parking pass is issued per student and cannot be replaced if lost, stolen, or misplaced. Students are responsible for following all UCF parking rules and are responsible for any citations or violations associated with the parking pass issued to them. For a full and up to date list of UCF parking regulations, visit: <https://parking.ucf.edu/regulations/>

Regional Campus Parking: Regional campus parking rules vary by campus. For more information please contact Mireya Cortes at Mireya.cortes@ucf.edu.

LAPTOP, APPS and WIRELESS NETWORK/PRINTING

YOUR LAPTOP

New laptops will be given to all students at the start of the program. These laptops are provided for your coursework and meet the requirements of software and simulations used during the program. Any software required for a course will be provided, as needed, by the OGP and will be PC/Windows based. Please keep this in mind should you choose to use an alternate computer.

Once the laptop is handed over to you, it becomes your property. This means, students are responsible for any repairs and replacement parts. **For the protection of your laptop and software, we strongly encourage you to download an anti-virus program. The OGP is not liable for any damage, viruses, or malfunction of your computer once you take ownership.** We also encourage you to review your rights and responsibilities concerning the proper and ethical use of technology on campus by reading the UCF IT policies found here: <https://infosec.ucf.edu/policies-and-standards/>

UCF APPS

After signing up on Knights Email you will have an active ID. It will give you access to a set of Apps including Microsoft Word, Microsoft Excel and Microsoft PowerPoint.

To use UCF Apps on a computer running Windows or Mac OS:

1. Visit <http://my.apps.ucf.edu>
2. Enter your NID and NID password
3. Install the Citrix Receiver client when prompted
4. When the install is finished, add the applications you need by clicking the "+" on the left-hand side of the browser window
5. Start using your apps!

To use UCF Apps on your Android or iOS device:

1. Go to your device app store
2. Search for, download, and install the free Citrix Receiver app
3. Click add account and fill out the following information:
 - Address: **my.apps.ucf.edu**
 - Username: **Your NID**
 - Password: **Your NID Password**
 - Domain: **net**
4. Add the applications you need
5. Start using your apps!

Still having issues? Our knowledge base available on www.it.ucf.edu has all the information you need as well as detailed instructions. Additionally, you can visit the Student Support Desk in Technology Commons or contact the UCF IT Support Center at 407-823-5117.

CONNECTING TO UCF WIRELESS NETWORK

First Time Setup

- Sign on to UCF_WPA2 or UCF_Downtown with your NID and NID password

Credentials:

Select the UCF_WPA2 or UCF_Downtown network and sign on with your credentials.

- Your Username: Your NID ([Don't know your NID?](#))
- Your Password: Your NID Password ([Don't know your NID password?](#))
- Domain: **NET**

Accept the “AddTrust External CA Root” and the “InCommon Server CA Root” certificates
Be sure to set network type as “Public”.

Tips:

- Remove cached Credentials on shared computers.
- Be sure your computer has the latest updates installed.
- Remove credentials on shared computers.
- The NID password expires every 60 days

Be sure to set network type as “Public”.

UCF IT Support Center Main:

Hours: M-F 7 a.m. to 10 p.m.

Phone: 407-823-5117

Email: itsupport@ucf.edu

Self Service: it.ucf.edu

ACADEMIC AND CONDUCT POLICIES

GRADING POLICIES AND EXPECTATIONS

The university uses an alphabetic system to identify student grades and other actions regarding student progress. The use of the plus/minus grading system is optional for professors. This system, with a grade point equivalent per semester hour, is as follows:

Grades	Grade Points Per Semester Hour of Credit	Grades	Grade Points Per Semester Hour of Credit
A	4.00	C	2.00
A-	3.75	C-	1.75
B+	3.25	D+	1.25
B	3.00	D	1.00
B-	2.75	D-	0.75
C+	2.25	F	0.00

Grades will be available on **myUCF** approximately 1-2 weeks after each term ends. The exact dates grades will be available can be found on the UCF Academic Calendar <http://calendar.ucf.edu/>. Please note that the OGP will not have access to grades before they are available on **myUCF**.

GPA honors such as Magna Cum Laude, Summa Cum Laude, and Cum Laude are not awarded at the graduate level at UCF.

Each student's academic progress is reviewed by both the College of Business and the College of Graduate Studies each semester. Students who have not met conditions or restrictions of their admission may be prohibited from further study in the program. Additionally, students who have not performed to academic standards of the program or university will be placed on Probationary Status or Dismissed from the program. In accordance with the College of Graduate Studies' Policies and with the minimum university standards for satisfactory performance to continue graduate study, the College of Business graduate programs maintain the following requirements for all business graduate students:

- Students must maintain a GPA* of at least 3.0 or higher in order to maintain regular graduate student status, receive financial assistance, and qualify for graduation.
- Students are not permitted to get more than two "C" grades (C, C+, C-).
- A course in which a student has received an unsatisfactory grade may be repeated; however both grades will be used in computing the GPA. The opportunity to re-take courses is at the discretion of the College of Business. If approved, the student will pay their current credit hour graduate tuition rate which is based on their current program of study. They will also pay for any course materials.
- A minimum grade of B- is required in the capstone course, MAN 6721 Applied Business Strategy and Policy.
- Students admitted on Restricted Admission due to earning <70% on admission modules must earn a grade of B or higher in all courses in their initial semester.

Grade Policy comparison Chart

	College of Graduate Studies Grade Policies	College of Business Grade Policies
GPA	3.0 minimum GPA ; <3.0 will be put on Academic Probation	3.0 minimum GPA; <3.0 will be put on Academic Probation
Academic Probation	9 credit hours of Academic Probation	9 credit hours of Academic Probation
“D” and “F” grades	Unsatisfactory grade; Course may be repeated	Unsatisfactory grade; Cause for dismissal
“C” grades	Maximum of 6 credits of “C” grades usable towards degree program	Maximum of 6 credits of “C” grades usable towards degree program; more than 6 credit hours is cause for dismissal
Capstone Course Grade		A minimum grade of B- is required in the capstone course, MAN 6721
Restricted Admission		B grades or higher in all courses in the initial semester for students who earned <70% on admission modules

ACADEMIC PERFORMANCE CONCERNS

For any academic performance concerns always speak with your professor. It is best to bring your concerns to your professor’s attention as soon as possible.

For grade disputes, students must follow the UCF Golden Rule. Full details of grounds for an appeal and timeline requirements are outlined in the UCF Golden Rule student handbook, available at <http://goldenrule.sdes.ucf.edu/>, section **UCF-5.016 Student Academic Appeals**.

PROFESSIONAL CONDUCT POLICY

Students are expected to adhere to the rules and regulations as stipulated by the University of Central Florida and the College of Business Graduate Program handbook. Professionalism encompasses behaviors and qualities that are expected of graduate business students in both the academic setting and in the business world. Professional conduct is expected and assessed from the time of program application forward. The policies for conduct apply in all learning modalities including but not limited to face to face and remote/distance learning.

Attendance, timeliness, and attire are all reflections of professionalism. In the assessment of professionalism, instructors and program administrators will consider each student’s conduct; the quality of interactions; tone of oral and written communication; language; meaningful engagement in all aspects of the program; and substantive contribution to class discussions. Students who are in violation of these behaviors will be counseled and reminded of UCF/College of Business expectations. If faculty or program administrators conclude that the student is not able or willing to demonstrate an acceptable standard of professionalism or if there is a repeated disregard or violation of these behaviors, it will lead to dismissal from the program. Some of the criteria by which a student’s professional demeanor is measured are below.

- **Civility:** Students are expected to behave in a respectful and courteous manner to instructors, fellow students, guest speakers, college and university administrators, OGP staff, and other UCF staff. Examples of respectful behavior include, but are not limited to, modulated tone of voice; professional language that avoids inappropriate, vulgar, or foul expressions; maintaining control of emotions and avoiding threatening or bullying behaviors; respect for others' personal space; respect for OGP and UCF property; refraining from distracting and disruptive behaviors while on campus (OGP or other UCF campuses), in hallways and in classrooms; and a generally civil demeanor.
- **Attendance:** Students are required to attend each lecture and comply with the instructor's attendance policy as stated in the course syllabus.
- **Timeliness:** Students are expected to regularly arrive to class on time and to comply with each instructor's tardiness policy as stated in the course syllabus.
- **Use of Technology:** The use of computers, cell phones, or electronic devices during class that are unrelated to course activities or are not permitted by instructors (i.e., web searches, IMs, etc.)
- **Use of Electronic Media:** As per Florida Law (§ 934.03) it is illegal to audio or video record any interaction with another individual without their explicit consent. This includes lectures, meetings with instructors, meetings with fellow students, or any situation involving OGP staff or UCF personnel.
- **Professional Attire:** Business casual dress that include pants, khakis, dress shirts, skirts, dresses, and jeans free of rips/tears/fraying that are neat and clean. Students should avoid clothes that are revealing (plunging necklines, tank tops, open midriffs, short skirts/shorts, sheer fabrics); offensive T-shirts; sweatpants, leggings, workout clothes; thongs/flip-flops/Croc-like sandals; and overpowering perfumes/colognes that can be distracting or annoying to others.
- **Guest Speakers / Presentations:** Programs at the OGP often invites guest speakers from the local business community. Students in the program must demonstrate professional conduct, respect, and appreciation for these professionals' donation of their time to enrich students' educational experiences. Students are expected to arrive to class on time and be attentive as a sign of appreciation for their time. Professional business attire is required when guest speakers are present.

PROBATION AND DISMISSAL POLICY AND PROCESS

Probationary Status in graduate business programs means that the student is at risk (academic, professional, or ethical) within the program. A student cannot graduate from a graduate business program while on probationary status.

A student may be placed on probation if any of the following occur:

- **Academic Probation:** Per College of Graduate Studies' policy, if the graduate status GPA falls below the required 3.00, the student will have 9 credit hours to bring the GPA above a 3.00 in order to have the Academic Probation removed. Students will receive notice in writing from the College of Graduate Studies.
- **Conduct Probation:** Any minor violation of the aforementioned professional conduct expectations. The severity of violation will be determined by the procedures outlined in the following section.

Conduct Violation Process:

1. If a violation of a conduct policy occurs, it will be reported to the Associate Dean. This will be submitted in writing and shared with the Director of the OGP.
2. Graduate Business Program Director (currently Associate Dean of Faculty, Research, and Graduate Programs) will evaluate the matter and determine an appropriate course of action ranging from a written

warning, to convening the Master's Program Review Committee (MPRC) for evaluation to, immediate dismissal based on the egregiousness of the violation.

3. If the MPRC is convened, members will discuss the student's academic progress and/or professional conduct and recommend appropriate action based on the severity of violation up to and including program dismissal.

A student may be dismissed if any of the following occur:

The following may be grounds for dismissal from the any graduate business programs.

- Receiving a "D" or "F" grade in a course listed as a part of the program's curriculum. The student will be summarily dismissed from the program at that time.
- Failure to achieve ≥ 3.0 GPA after 9 credit hours of Academic Probation.
- Receiving more than 6 credit hours of "C" grades. Exceeding this limit is reason for dismissal from the program.
- Students on Restricted Admission due to earning $< 70\%$ on admission modules that do not achieve a grade of B or higher in all courses in the initial semester will be dismissed.
- Cheating: This includes plagiarizing of materials from previously published sources or previously submitted course assignments. Students will not discuss the content of written or oral examinations until cleared to do so by the course instructor. See Golden Rule, UCF's Student Handbook- Rules of Conduct.
- Unprofessional behavior: Behavior that is inconsistent with the expected professionalism or failure to correct unprofessional behavior as defined by the CBA Graduate Programs handbook is grounds for dismissal from the program. This includes failure to attend classes or excessive unexcused absences, or repeated lateness.

*all references to GPA refers Graduate Status Grade Point Average. A graduate status GPA will be calculated based on the graduate courses taken at UCF since admission into each degree or certificate program. See UCF Graduate Catalog for more information: <http://catalog.ucf.edu/content.php?catoid=4&navoid=201#grade-system>

TRANSFER COURSE POLICY

Any credits taken prior to the term of admission to a graduate program and used to satisfy specific program requirements are considered graduate transfer credits. The decision to accept transfer credit is based in part on the type of degree program a student is enrolled in and whether the courses are deemed equivalent to what is being offered at UCF.

All transfer credit should be finalized by the end of the first term of program enrollment. The University and the College of Business allow a maximum of 9 credits hours for transfer. Only graduate-level or higher courses may be accepted as transfer credits. Only courses with a grade of "B-" or higher can be transferred into a program of study. Only courses that are no more than seven years old at the time the degree is conferred may be transferred, unless part of an earned graduate or professional degree.

To have a course considered for transfer credit the student must first provide a full course syllabus and official transcripts showing the grade earned. The course syllabus is sent to the appropriate academic department for review and determination if the course is equivalent to the level taught at UCF.

If approved, the request is sent to the Director of Admissions for the Graduate Programs Office for final consideration.

GENERAL POLICIES

CLASS ATTENDANCE

It is up to the discretion of each faculty member to set class attendance policies. We expect that all of our students will attend on time and actively participate in every class. However, if you do need to miss a class, please be sure to:

- E-mail your faculty members letting them know of your absence, in advance when possible.
- Let your study team members know as well, asking them to share notes and get handouts for you.
- Strive not to miss more than 2 classes in any given course in a semester.

If an absence should occur on an exam date, it is the student's responsibility to work with faculty to coordinate a make-up exam. Please be advised that not all faculty allow make-up exams. OGP staff are available to administer and proctor make-up exams during the OGP's regular operating hours.

Excessive absences may impact final grades and attendance policies are often included on a course syllabus. **If work relocation, family emergencies, or other significant life changes occur during enrollment that will preclude your regular attendance in class, please contact Mireya Cortes (Mireya.cortes@ucf.edu) as soon as possible to discuss possible options for alternate program or course completion.**

RELIGIOUS OBSERVANCES

It is the policy of the University of Central Florida to reasonably accommodate the religious observances, practices and beliefs of individuals regarding admissions, class attendance and the scheduling of examinations and work assignments. A student who desires to observe a religious holy day of his or her religious faith must notify all of his or her instructors and will be excused from classes to observe the religious holy day.

The student will be held responsible for any material covered during the excused absence but will be permitted a reasonable amount of time to complete any missed work. Where practicable, major examinations, major assignments and university ceremonies will not be scheduled on a major religious holy day.

Students who are absent from academic activities because of religious observances will not be penalized. A student who believes that he or she has been unreasonably denied an educational benefit due to his or her religious belief or practices may seek redress under the Student Grievance Procedure, located in the [Golden Rule](#).

USE OF PORTABLE DEVICES

The use of portable devices in class is ultimately at the discretion of the faculty or instructor. The OGP supports each faculty's decision for what is best in their own course. Below are a few reminders for professional use of portable devices in the classroom.

- Laptops are acceptable for taking notes and participating in course simulations or research. The faculty retains the right to request, at any time, that you close your laptop and refrain from use.
- Cellphones should be turned off or put on silent during class time. If you are expecting an urgent phone call during class, alert the professor in advance that you may need to step outside the classroom to accept the call.
- Voice recording devices should not be used unless permission is obtained in advance from the faculty or instructor. All lectures and course information are considered the intellectual property of the faculty presenting.
- Cellphone, earbud, or headphone use during exams is not allowed.
- Video recording is not allowed unless permission is obtained in advance from the faculty.

WITHDRAWAL FROM YOUR PROGRAM

If you decide to withdraw from a course or the program, we require you meet Mireya Cortes (mireya.cortes@ucf.edu) to discuss your options. There may be alternatives to simply withdrawing and you need to know all available alternatives before making a final decision. If, after reviewing all your options you decide to withdraw, we require a written notification of your withdrawal before the withdrawal can be processed. The formal notification of withdrawal should be sent to Mireya Cortes (mireya.cortes@ucf.edu).

Because of the cohort nature of our programs, students are expected to maintain enrollment in all classes except for approved transfer courses. If you elect to withdraw from any courses, you may be required to withdrawal from the entire program. If a student partially withdraws themselves or fails to consult with the College of Business Office of Graduate Programs about their enrollment, the OGP reserves the right to dismiss this student from the program.

WEATHER ALERTS and CAMPUS CLOSURE ALERTS

The OGP follows the lead of the UCF Main campus or affiliated regional campus partner when deciding to cancel a class due to campus closure. If the UCF Main campus is closed for any reason, an announcement will be posted on the UCF homepage, www.ucf.edu. For regional campus closures, please check with the affiliated regional campus partner's website.

You can sign up to receive alerts from UCF on MyUCF: <http://my.ucf.edu> via text message or email.

- UCF Downtown students:
Follows UCF Main Campus/ UCF Downtown (when officially open)
<http://www.ucf.edu>
407-235-3901
- Sanford/Lake Mary students:
Follows Seminole State College
<https://www.seminolestate.edu/>
407-708-2471
- Valencia West Students:
Follows Valencia College, West Campus
<http://valenciacollege.edu/west/>
407-299-500

ACADEMIC SUPPORT AND TEAMS

COURSE REGISTRATION

All course registration is handled by the OGP staff. If you ever need to drop or withdraw from a course, please contact Mireya Cortes at Mireya.cortes@ucf.edu **BEFORE doing so**. We follow the university deadline for drops and withdraws (found at www.calendar.ucf.edu) and the related university tuition policies related (found at <http://studentaccounts.ucf.edu/registration-tuition-assessment/>). **Dropping or withdrawing from a course can negatively affect your financial aid or status in the program.**

COURSE SYLLABI, SOFTWARE and CASES

Course syllabi, software and cases will be provided no later than the first day of each course. At the request of some professors, cases and readings are distributed as needed during the course.

TEAMS

Students are assigned to new teams each term. (An exception to this might be multi-semester projects which require teams to remain the same for more than one term). The teams are the same for all courses within that term. The OGP will assign the teams each term and will notify students one approximately week before classes begin.

The size of the teams varies, depending on the overall class size and the professor's preferences. Teams are established using several criteria including, but not limited to, undergraduate major, job function, years of experience, faculty specific requests, and past team formations. Teams change each session to give each student the opportunity to work with as many classmates as possible by the end of the program. This adds to the program learning experience and broadening networking possibilities.

We encourage students to draw upon the strengths of their team members to function effectively as a team. Individual team member requests are not normally accommodated. If you discover any effectiveness issues in your team, bring this up to your faculty members as early as possible and refer to the course syllabus for teamwork related information. Your faculty are the appropriate persons to help your teams seek resolutions to any issue, referring issues to the OGP Executive Director only if necessary. In the rare case that a team switch is made, the switch will be made across classes.

Faculty members may incorporate individual performance grades within teams. Students grade each other on their contributions to project/team/group performance, which factors into each student's overall course grade. Please refer to teach faculty's syllabus for more information.

WEBCOURSES

Some of your faculty will use **Webcourses**, an online course platform that organizes class communications, allows for collecting, storing, and grading assignments. It allows students to track their performance and offers a shortcut to UCF's online library. **Webcourses** is also referred to as 'Canvas' and can be accessed through my.ucf.edu under the 'Online Course Tools' tab or www.ucf.edu, at top 'UCF SIGN IN' button.

If you are new to **Webcourses**, we recommend you view this short video on using **Webcourses**:

<https://online.ucf.edu/support/webcourses/other/student-tour/>

To access **Webcourses**:

1. Go to <https://webcourses.ucf.edu>.
2. Log in using your NID and NID Password.
3. Hover over **Courses** or **Courses & Groups** at the top of the window.
4. Select the course or group you wish to access.

You can contact Webcourses@UCF Support by phone (407-823-0407), email (webcourses@ucf.edu), live chat, or through our Online Support Form available at <https://cdl.ucf.edu/support/webcourses/>

LIBRARY

<http://library.ucf.edu/>

The UCF Library offers a tremendous amount of resources for research and learning such as academic journals, magazines, and databases. We encourage you to explore and utilize its offerings when doing assignments for

courses. The library can be accessed online when on a UCF campus or remotely by using your NID and NID password. Access your UCF library account here: <http://library.ucf.edu/my-account/>.

A listing of popular business databases and resources can be found at <http://guides.ucf.edu/Business>. Each database holds different types of information. For example, Business Source Premier contains mostly articles, journals, and periodicals while NetAdvantage contains current industry and business summaries. Be sure to try different options when doing research.

Students have free access to the UCF library as long as they are an active student.

BLOOMBERG TERMINALS (Downtown Center Only)

Bloomberg is an online database that provides real-time historic trading data, analytics and research, and news for global financial markets. The markets include, but are not limited to, government securities, corporate securities, mortgage, money-market, indices, currency, commodities and equities. Bloomberg is a proprietary database that offers students the experience to analyze real-time data and build quantitative and qualitative skills for making strategic financial decisions.

The UCF OGP has four Bloomberg terminals providing our students with the most widely used state-of-the-art global financial database. Incorporating Bloomberg research into the course syllabus and the level of Bloomberg terminal use will be at the discretion of each faculty member.

Logging in and logging out of the Bloomberg Terminals

1. Login to the computer using your NID and NID password.
2. Click on the Bloomberg icon (two black and green computer screens) to open the Bloomberg terminal access
3. Logging into the Bloomberg terminal:
 - a. NEW USERS:
 - i. To create a login, click on the link that says, 'Create a New Login' and follow the prompts. This login will be your permanent Bloomberg login used to log into any Bloomberg terminal.
 1. Question: Who are you creating this for? Answer: myself
 2. Question: Have you ever been a Bloomberg terminal user before? Answer: no
 3. Username: create a unique username. If after you enter it the square turns red, then that username is already in use and you need to pick another one. The square will stay gold if the username is available.
 4. Company phone: use your company or personal phone number
 5. Personal phone: use your personal phone
 6. Company email: use your knights email account
 - b. RETURNING USER: use your previously created/existing username and login.
 4. Logging out of the Bloomberg terminal **AND** the computer:
 - a. Step 1: Double click anywhere on the screen, which will pull up several small Bloomberg windows. Close out (click the "X" in the upper right corner) on any of these and it will close out all the Bloomberg windows.

Step 2: Click on the start menu and log out of the computer.

Bloomberg Certification

Bloomberg Market Concepts (BMC) is an eight-hour self-paced e-learning course that provides a visual introduction to the financial markets. BMC consists of four modules – Economics, Currencies, Fixed Income and Equities – woven together from Bloomberg data, news, analytics and television. By taking BMC, learners familiarize themselves with the industry standard service through four heavily interconnected modules.

FINANCIALS

DEPOSIT

1. **Pay Your Deposit:** Students may pay their initial program deposit, also referred to as a pre-payment, to hold their seat in their program. This deposit is deducted from the first semester's fees. All tuition payments are paid directly to UCF.

Tuition for each session is due by the UCF Payment Deadline for each term, which is always the second Friday after classes begin (see www.calendar.ucf.edu). UCF accepts checks, MasterCard, Discover and American Express. UCF does *not* accept VISA. Students paying with a credit card will be charged a 2% convenience fee. Payments made after the UCF Payment Deadline will be assessed a \$100.00 late payment fee. Payments can be made through my.ucf.edu.

For more information on acceptable UCF payment methods, go to:

http://www.studentaccounts.ucf.edu/Pynt_Method.cfm.

2. **Deferring Your Deposit:**

To defer your program deposit follow the steps below. You must have 100% financial support from one of the following to receive a deposit deferral. You will receive email confirmation of a deposit deferral once you submit all required documents. For questions regarding deposit deferrals contact Almendra Pham at Almendra.pham@ucf.edu

VA Benefits

1. **Provide a copy of your Certificate of Eligibility to Almendra Pham at Almendra.pham@ucf.edu .**
Resources to obtain Certificate of Eligibility and VA assistance:
 - a. Go to <https://benefits.va.gov/gibill/> for more information on benefits and eligibility requirements.
 - b. UCF Veterans Academic Resource Center (VARC): 407-823-2707 or <http://varc.sdes.ucf.edu/benefits>

Company Sponsorship/Third Party Billing

1. **Submit a Third party sponsorship letter** as an attachment in an email to tpbilling@ucf.edu or fax to 407-823-6476. See attachment “**Procedures for Corporate Sponsorship**” for what needs to be included in your letter.
2. If you are approved for Third Party billing, you will receive a confirmation email. **Forward this confirmation email to Almendra Pham at Almendra.pham@ucf.edu**

Financial Aid*

Financial Aid can be a cumbersome, timely process. To allow for time to process your deposit deferral, complete ALL Financial Aid steps by the dates listed below. **All deposit deferrals for Financial Aid will be considered ‘pending’ until Financial Aid has been posted to your student account. If Financial Aid is not posted to your student account by the deposit due date, you must pay your deposit or forfeit your seat in the program.**

- For summer program starts (classes start in May), complete deferral process by May 1.
- For fall program starts (classes start in August), complete deferral process by August 15.

- For spring program starts (classes start in January) complete deferral process by December 15.
1. Refer to attachment “**Financing and Payment Options**” to complete all required Financial Aid steps.
 2. **Receive you Loan Award Notification** Loan Award Notifications are *mailed* to first-time UCF students and *e-mailed* to continuing UCF students via their UCF Knights Email account.
 3. **Accept your loan award.** Log into MyUCF >Student Self Service > Financial Aid> Accept/Decline Awards> click on the appropriate aid year to view it> read instructions and click on the Accept/Decline boxes as needed> click Submit when complete. Go to www.finaid.ucf.edu/loans/adr for more details and a picture walk-through of this process.
 4. **Email Almendra Pham at Almendra.pham@ucf.edu to notify her you have accepted your aid so she can verify it on your account.** Your loan award amount will be posted on your student account and show as estimated financial aid. You will receive a confirmation email that your deposit has been deferred.

*PMBA FULL-TIME STUDENTS also require the Direct PLUS Loan for Graduate Students, which is a credit based loan, to cover 100% of their tuition. A deposit deferral will not be awarded unless you have both a Federal Stafford Loan and a AND a Direct PLUS Loan. **Follow the additional steps below to complete your deposit deferral request.** More information about Grad PLUS Loans can be found at www.finaid.ucf.edu/types-of-aid/gradplus

1. Apply for a Direct PLUS Loan for Graduate students at www.studentloans.gov .
2. Once you apply, you will receive notification if you qualify. Screen shot/print/email/photograph your approval and send Almendra Pham at Almendra.pham@ucf.edu .

SELF-PAY OPTION

1. Pay in full by the payment deadline. Pay online with a credit card or e-check through my.ucf.edu > Student Self Service > Student Accounts > Fee Invoice. You may also mail a check or money orders to: UCF Student Account Services, Attn: Payment Processing, P.O. Box 160115, Orlando, FL 32816-0115.
2. Students not receiving Financial Aid, VA benefits or third-party payments can sign up for the UCF Payment Plan. The UCF Payment Plan is a 2-payment plan in which students pay \$15 to enroll and pay only 50% of their total tuition bill by the regular payment deadline, thereby avoiding the \$100 late payment fee and being dropped from classes. The student pays the remaining 50% by the Payment Plan deadline shown on their Fee Invoice. For more information, go to http://www.studentaccounts.ucf.edu/Payment_Plan.pdf.

Questions? Contact Almendra Pham at Almendra.pham@ucf.edu

FINANCIAL AID (finaid.ucf.edu)

Tuition deferment is automatic when receiving Financial Aid, up to the amount of your financial aid award. The amount of estimated financial aid available for deferment can be found on the fee invoice as *Estimated Financial Aid Deferment* or on your student account as *Anticipated Aid*.

1. Apply for Financial Aid each academic year (see more details below in **section I**).
2. Check Student Account for amount of *Anticipated Aid* **each term**.
3. Accept, reduce or decline your loan award through my.ucf.edu **each term**.
4. Accepting financial aid will automatically defer your payment deadline until funds are dispersed.
5. UCF will deduct tuition balance due from Financial Aid. Any remaining Financial Aid beyond the balance due will be refunded to student.
 - a. You can select either a check refund or direct deposit through my.ucf.edu.
 - b. Make sure your mailing address is current if you are receiving a check refund.
6. Pay any tuition balance not covered by Financial Aid by the UCF Payment Deadline.
 - a. Payments made past the deadline will be assessed a \$100.00 late fee.
 - b. Deadline can be found at www.calendar.ucf.edu.
7. Disbursement of financial aid begins the 2nd week of the term and continues throughout the term. After your tuition is paid, any remaining financial aid will be processed as a refund.
8. Monitor your account to make sure the disbursement occurs and there are no TO-DO's waiting to be completed.

Financial Aid questions? Contact Amethyst (Amy) Castro at 407-823-5392 or amethyst.castro@ucf.edu

How to apply for Financial Aid

If you plan to use Financial Aid we strongly recommend you complete a FAFSA application at the same time you complete an admissions application. The online FAFSA is available **January 1** each year and can be found at www.finaid.ucf.edu/applying. Use UCF school code 003954 and complete a new FAFSA application each academic year. The academic year includes fall, spring and summer. Once you have completed your FAFSA application and it has been processed please do the following:

1. Complete your UCF *To-Do List* (my.ucf.edu). Monitor your *To Do List* for any new items that need to be completed, as an incomplete *To Do List* can hold up loan award processing. Loan Award Notifications are mailed to *first-time UCF students*. **E-mail Award Notifications are sent to continuing UCF students via their UCF Knights Email account only, as are all other notifications.** Your loan award amount will be posted on your student account.
2. You must *accept, reduce or decline* your loan award before it can be disbursed. Go to www.finaid.ucf.edu/loans/adr.html for details.
3. First-time award recipients must complete the required online **Master Promissory Note** form and the online **Loan Entrance Counseling** information session. Check your *To Do List* shortly after you accept your loan for these items.

Financial Aid questions? Contact Amethyst (Amy) Castro at 407-823-5392 or amethyst.castro@ucf.edu

Financial Aid Satisfactory Academic Progress Policy

UCF Financial Aid requires students to complete 70% of all credit hours attempted including accepted transfer hours and students must meet a 3.0 cumulative GPA with graduate hours. Students who do not earn 70% of all credit hours attempted will be placed on financial aid warning for the next term/semester. At the end of the following semester, the student must meet the 70% standard or aid will be canceled for future terms until the student either meets the standards or the student has an appeal approved putting them on academic

probation with an academic plan on file demonstrating the requirements for the student to get back on track towards graduation.

- Successful completion is defined as earning a grade of A, B, C, D or S. (A grade of "D" is acceptable for ***financial aid only***).
- Unsuccessful completion is defined as earning a grade of F, I, W, X, N, U, WF, NC, WH, WM, or WP.
- Please note that all unsuccessful grades will count towards your attempted hours and will not count towards your completion ratio.
- Students on probation must meet standards each term as assigned by the Satisfactory Academic Progress Probation Policy.

Withdrawing from a Course and its Effect on Future Financial Aid

Per the policy in **section II**, withdrawal from a course could affect your ability to get financial aid in future terms, even if you transfer to a different cohort or program at UCF. Please consult with Amethyst (Amy) Castro at 407-823-5392 or amethyst.castro@ucf.edu for exact details on your eligibility after withdrawal.

VETERANS BENEFITS

1. Apply for Veterans Benefits at beginning of program.
2. At least one month prior to start of program visit the UCF Veterans Academic Resource Center (VARC) in person to complete funding process. **This must be done every semester.**
3. Certify credit hours with VARC office by the end of the first week of classes **each term** to receive benefits. **This must be done by the end of the first week of classes to receive benefits and for tuition deferment to be applied.**
4. Receiving VA benefits will automatically defer your payment deadline until funds are dispersed.
5. Disbursement of benefits begins after the term begins in order of the date of Certification, so CERTIFY your hours early!
6. UCF will deduct tuition balance from Veterans Benefits award.
7. Check Student Account for any balance due and pay by the VA Deferral Payment Deadline (payments made past the deadline will be assessed a \$100.00 late fee).

Questions? Contact VARC at 407-823-2707 or <http://varc.sdes.ucf.edu/benefits>.

Contact the UCF Veterans Academic Resource Center (VARC) at 407-823-2707 or <http://varc.sdes.ucf.edu/benefits> for UCF requirements. Go to <http://gibill.va.gov> for more information on benefits and eligibility requirements and complete needed paperwork to apply.

COMPANY REIMBURSEMENT

Since most company reimbursement normally takes place after a term is completed, and tuition is due at the beginning of the term, we strongly recommend students apply for Financial Aid if you are unable to self-pay by the UCF Payment Deadline.

The procedure outlined below is a sample procedure for company reimbursement. Check with your company to review the company reimbursement policy and speak with your company HR representative if you have questions.

1. Pay UCF tuition by the payment deadline.
2. Obtain necessary documents required by your company for reimbursement (for example: payment receipt, grades, proof of enrollment).
3. Submit required documents according to your company reimbursement procedures.
4. Receive reimbursement from your company.

Questions to keep in mind when using Company Reimbursement/Corporate Sponsorship:

- How much of my program will be covered, or what is the annual dollar limit?
- Are text books included as part of your total tuition allotment?
- Is there a deadline to turn in paperwork before a class begins or after it ends, to receive reimbursement?
- Will the company pay for a course, or reimburse you, before or after you complete a course?
- What grade must you earn to be reimbursed?
- Are there financial repercussions if you drop out of the program before you complete it; or you drop out of a class before you complete it?
- Do you have to remain employed with your company for a period of time after completing your degree?
- Can you claim any education expenses on your taxes?
- Are any of your benefits considered taxable fringe benefits? For more tax information go to: www.irs.gov/uac/Tax-Benefits-for-Education:-Information-Center.

Questions? Contact Almendra Pham at Almendra.pham@ucf.edu

COMPANY SPONSORSHIP/THIRD PARTY BILLING

If an employer is paying **100%** of tuition, the employer may contact UCF Students Accounts to set up direct payment, or Third Party Billing to the university. The university will only allow company direct pay if 100% of the tuition is paid by the employer.

1. The student must submit a Third Party Sponsorship letter **each term** specific to that term **prior to the payment deadline** to set up direct payments to the university through UCF Student Accounts. Payment deadlines can be found on the Academic Calendar at <http://calendar.ucf.edu/>. The Third Party Sponsorship letter serves as a promissory note between the sponsor and UCF. UCF reserves the sole right to accept or reject any Third Party Sponsor request.

What needs to be included in a Third Party Sponsorship letter?

- a. Organization/sponsor's name, address, phone number and contact person
 - b. Billing department information
 - c. Student's name and UCF ID number
 - d. The academic term
 - e. List of authorized/approved courses for that term
 - f. Sponsorship amount (tuition and fees for that term)
 - g. Sponsor's refund policies should the student withdraw/drop a course(s)
 - h. Sponsor's restrictions, if any, on what the funds pay for
2. Submit a letter as an attachment in an email to tpbilling@ucf.edu or fax to 407-823-6476.

3. Upon receiving the letter, UCF Student Accounts will submit an invoice to the Third Party Sponsor for the authorized tuition amount and defer the tuition payment for up to 60 days to allow time for the Third Party sponsor to remit payment. When a Third Party Sponsorship has been approved, payment for courses by the sponsor is required regardless of whether or not the student completes the course and without consideration of the grade.

Questions? Contact Student Accounts Third Party Billing at tpbilling@ucf.edu.

The student is ultimately responsible for payment of any tuition and fees not paid by the Third Party Sponsor and may be placed on Financial Hold until paid. Third-Party Sponsored students are subject to late payment penalties if the Third-Party Sponsor does not pay within the allotted time, and will be responsible for the entire term tuition if the Third-Party Sponsor does not pay. If a student receives financial aid or other sources of funding, the student may be eligible for a refund of any excess funding.

If your employer pays more than \$5,250 for educational benefits for you during the year, you must generally pay tax on the amount over \$5,250. Your employer should include in your wages (Form W-2, box 1) the amount that you must include in income. For inquiries please contact the IRS or your employer's Human Resources department.

REFUND POLICY

The OGP follows university policy regarding refunds:

- FULL REFUND: Last day to drop for full term refund is 5 business days after the first day of classes.
- 25% REFUND: Last day to withdraw for 25% term refund is 4 weeks after the first day of classes.
- 0% REFUND: 100% of term tuition is owed for withdrawals beyond 4 weeks after the first day of classes.

SCHOLARSHIPS

Scholarships are awarded based on academic criteria and/or any combination of academics, financial need, campus/community activities, leadership positions and work experience. Scholarships are designed to reward, encourage and assist students in pursuing academic excellence and leadership roles.

Students can find a list of general scholarships through the UCF Office of Student Financial Assistance at <http://finaid.ucf.edu/scholarships/index.html>. Click on the scholarship for application instructions.

Students can also find scholarships through the College of Business specific to an area of specialization. If a student meets the basic criteria for a College of Business scholarship, the scholarship application link will automatically show up in the Student Center on myUCF.

The screenshot shows the myUCF Student Center interface. The top navigation bar includes links for Home Page, Student Message Center, Online Course Tools, Databases, and Informational Resources. The main content area is titled 'Add Scholarship Application' and displays 'Step 1 of 2: Add Scholarship Application - Choose Scholarship'. Below this, there is a paragraph of text explaining that the listed scholarships are based on key academic requirements like college major, academic level, and overall GPA. A red arrow points to the 'Scholarship Application' link in the left-hand navigation menu.

To learn more about each scholarship, go to the College of Business home page (www.business.ucf.edu) > About Our College > Scholarships. Search under the individual departments to locate more details on the scholarship. Details provided include award values, eligibility criteria and required application information.

To view available scholarships and apply for them, you must log into my.ucf.edu using your NID and NID password. Go to the Student Self Service Portal > Scholarship Application > Home Page > Add Scholarship Application. A personal statement (500 word max) and resume is required for all scholarship submissions.

DISCOUNTS

Early Application Discount

The early application discount is a one-time tuition discount given to students who apply to a program with a complete application by the early application deadline. This discount cannot be combined with any other discount offered by the OGP including, but not limited to, the alumni referral discount and the state or UCF employee discount. The value of the discount is \$1400 for EMBA, \$1200 for PMBA, and \$1000 for PMSM or PMRE and will be documented in the student's acceptance letter. This discount will be applied to the student's final semester tuition costs.

Early Application Deadlines

Fall program start: April 1

Spring program start: September 1

Summer program start: January 1

Alumni Referral Discount

The alumni referral discount is a one-time tuition discount given to students who are referred by OGP program alumni. This discount cannot be combined with any other discount offered by the OGP including but not limited to the early application discount and the state or UCF employee discount. The value of the discount is \$1400 for EMBA, \$1200 for PMBA, and \$1000 for PMSM or PMRE and will be documented in the student's acceptance letter. The discount is applied to the final session of the program

A referral or recommendation for an applicant must be received from the alumni in writing before the deposit due date. Emails are the preferred method for the referral and can be sent to Robin Hofler at robin.hofler@ucf.edu.

UCF or State Employee Discount Policy

The OGP will offer a flat discount to UCF or State employees at the rate of \$2000 for each fall term, \$2000 for each spring term, and \$1,250 for each summer term. This discount will be offered each term as long as the student remains employed by the state or UCF, not in one lump sum. This discount cannot be combined with any other discount available including, but not limited to, the early admission discount or the alumni referral discount.

To receive the discount students must fill out the OGP Employee Discount form and obtain a supervisor's signature every semester. The form is returned to Becky Wagoner at rebecca.wagoner@ucf.edu before the first day of class **each and every session** to qualify for that semester's tuition discount.

We will accept up to two students who qualify for an employee discount per cohort and those students identified as receiving the discount will be notified in their acceptance letter.

The OGP will report the discount, a non-cash fringe benefit, to Student Accounts and payroll services each semester. The current tax free educational benefits for graduate level coursework (section 127, IRS code) is \$5,250. The values of the benefits in excess of \$5,250 will be taxed at the supplemental tax rate of 25% for federal withholding plus the appropriate social security and Medicare tax rate.

For more information on tax implications, please contact your tax consultant.

EVALUATIONS

COURSE EVALUATIONS

Course Evaluations are conducted half-way through each session and at the conclusion of each course via anonymous and confidential online surveys. These survey results are compiled and relayed to the OGP, faculty members teaching the course, and department Chairpersons as a means to provide constructive feedback regarding the instruction of the course. ***All end-of-course evaluation feedback is not provided to faculty members and their Department Chairs until after final grades are submitted.***

PROGRAM EVALUATIONS

Program surveys are conducted at the beginning and end of your program by our Executive MBA Council partner, Percept Research. These surveys evaluate and collect data regarding all elements of your experience including your program selection processes, program administration, coursework, job promotions and projections, and much more. These online surveys are anonymous and confidential. The OGP will alert you when to expect these survey requests in your Knights email inbox. We appreciate all feedback we can receive as we strive to continuously improve.

Student Concerns

The OGP supports a respectful and proactive approach to conflict resolution. Informal, open communication with students, faculty and OGP administration fosters a culture of courtesy, mutual understanding, compromise, and tolerance.

I HAVE A PROBLEM, WHERE DO I GO?



STUDENT SUPPORT TEAM

The OGP is committed to providing the best customer service to our students. Our administrative staff understands the unique requirements of busy, fully employed professionals. We provide additional services to help you keep your focus on your coursework.

Student Support Services at the OGP means the administrative burden from registration to graduation is shifted from the student to the OGP as much as possible. Our staff will:

- Register you for classes, purchase and deliver your non-textbook course materials, and provide incoming students with a laptop computer.
- Have a staff member on-site during classes for logistical, safety and parking support.
- Listen to insights and concerns regarding OGP programs, **by appointment only**.
Note: This does not mean the OGP can find a solution for all concerns. Decisions are based on logistical and financial considerations and whether concerns line up with the OGP's Mission, Vision and Values, page 5 of this handbook.
- Guide you through graduation logistics
- Guide you through International Residency logistics (EMBA only)
- Cater your breakfast and snacks (EMBA only)

Student Support Team Sphere of Influence

Mireya Cortes:

Program Liaison Officer

mireya.cortes@ucf.edu

407-235-3912

- On-Site Course Materials, • Graduation/International Residency Logistical Assistance
- Class Schedules
- Class Materials
- Academic Add/Drop, Withdrawal & Dismissal

Almendra Pham:

Program Coordinator

Almendra.pham@ucf.edu

- Course Registration
- Evaluations (Mid-/End-of-Semester)
- Financial Questions
- Final Grade Reporting

Student Support Team Frequently Asked Questions:

1. **I don't want/need parking validation, an OGP issued computer, etc.; Can I get a tuition discount?** No, the OGP is unable to offer tuition discounts.
2. **My parking validation, OGP issued computer, textbook, etc., was lost, stolen or abducted by aliens, can I get a replacement?** No, the OGP is unable to offer replacements for incurred expenses.
3. **When will I get my course syllabi?** Faculty are generally the masters of their course. While the OGP encourages faculty to have syllabi prepared at least a week prior to the start of class, the requirement is that it be prepared by the first day of class.
4. **When will I get my non-textbook course materials?** The OGP provides course materials on or by the first day of class. Faculty requesting pre-reading are to provide that material to students at least one-week prior to the first class (e.g. PDF, email link, etc.).
5. **When will I know my team for next semester?** Team assignments are shared with student approximately one (1) week before the semester begins.
6. **When will I get my grades?** Faculty have until the university deadline noted on the UCF academic calendar to submit grades. The OGP encourages faculty to report grades within two (2) weeks of the end of class. Grades will be posted on my.ucf.edu.
7. **Will I be dismissed from my program for academic reasons?** The College of Graduate Studies places students on academic probation when their GPA drops below a 3.0. The student then has the next 9 hours to raise their GPA to a 3.0 or they can be dismissed. The College of Business may dismiss a student if they receive more than 2 grades below a B-. Students are still expected to pay student loans for unfinished programs.
8. **Where and when can I get my 1098T for taxes?** 1098T information is available on the UCF Student Accounts Website: <http://www.studentaccounts.ucf.edu/>.
9. **When will I receive my diploma?** It will be mailed six to ten weeks after commencement.
10. **How do I get my official transcripts?** Request official transcripts here: <http://registrar.ucf.edu/transcript-request>.

FACULTY

Faculty- Sphere of Influence

- Course structure, teaching style, grading system, grades, etc. (Academic Freedom)
- In-Class Student Conduct (professionalism, group relations, academic integrity concerns)

Contact Information: Consult your faculty's syllabi

Faculty Frequently Asked Questions:

1. **What do I do if I have a team member who is not contributing?** If you discover any effectiveness issues in your team, bring this up to your faculty member as early as possible and refer to the course syllabus for teamwork related information. Your faculty is authorized by the OGP to help your teams seek resolutions to any issue, referring issues to the OGP Executive Director only if necessary.
2. **I am going to miss a test or exam, can I take a make-up?** It is up to your faculty whether a make-up exam is allowed. In all attendance circumstances, contact you faculty as soon as possible and ask for available options. If permitted, the OGP will proctor make-up exams during regular business hours.
3. **What do I do if I think I will miss more than 2 classes in any given semester?** First, review you faculty syllabi for attendance rules and discuss with your professor(s). Faculty do have discretion regarding attendance policies and it is the student's responsibility to make arrangements regarding missed classes/tests with their faculty.

If work relocation, family emergencies, or other significant life changes occur during enrollment that will preclude your regular attendance in class and impact your final grade, please contact Becky Wagoner (rebecca.wagoner@ucf.edu) or Mireya Cortes (Mireya.cortes@ucf.edu)) as soon as possible to discuss possible options for alternate program or course completion.

4. **What do I do if I disagree with my grade?** Please refer to Page 21 of this handbook, Academic Performance Concerns.

EXECUTIVE DIRECTOR

Executive Academic Director - Sphere of Influence

- Pervasive student concerns (e.g. persistent unresolved student/team conduct issues)
- Faculty Assignments/Faculty Academic Questions
- Informal Appeals of Faculty Decisions

Contact Information:

Dr. Darrell Johnson
Assistant Dean Undergraduate Studies
Executive Director, OGP College of Business Administration
darrell.johnson@ucf.edu
407-235-3904

Executive Director Frequently Asked Questions:

1. **I would prefer to have a different faculty member, is there anything I can do?** No, faculty assignments are at the discretion of the OGP Executive Director and Academic Department Chairs. Once a faculty assignment is made, little to no schedule leeway exists for adjustments. The Executive Director is happy to hear feedback on whether a faculty member is a good fit so adjustments can be made for subsequent semesters.
2. **What do I do if I have a team member who is not contributing?** If you discover any effectiveness issues in your team, bring this up to your faculty member as early as possible and refer to the course syllabus for teamwork related information. Your faculty is authorized by the OGP to help your teams seek resolutions to any issue, referring issues to the OGP Executive Director only if necessary.

Once referred to the OGP Executive Director, the Executive Director will look closely to see whether students fulfilled their duty to:

- Behave in a manner that fosters effective team functioning.
- Embrace each session's distribution of students within teams Note: similar teams between semesters is a random coincidence).
- Avoid requesting team-member changes after teams have been announced. Logistically this is challenging as the OGP typically serves 8-10 cohorts at any one time, representing hundreds of students in multiple locations. Moreover, requests to change team members in your workplaces are rarely granted. Cohort-mates should strive to motivate study teams to high performance.

NOTE: The Dean of the College of Business does not hear OGP complaints or grievances made directly from students. Sending such complaints to the Dean can create a potential conflict of interest for the Dean, who is charged with hearing UCF Golden Rule grievances on appeal. Instead, students should avail themselves of the options listed in this procedure.

EMBA INTERNATIONAL RESIDENCY (EMBA only)

GEB 6365 International Business Analysis EMBA Residency

The Executive MBA includes a mandatory International Residency (IR) that lasts 7-10 days as part of the International Business Analysis course. This trip occurs in the second fall semester of the program, and is typically scheduled sometime late September to mid-October. Each UCF EMBA cohort selects their international residency destination from a list of that year's six top international residency programs/locations. During the second term in the program, the cohort will narrow the options to their final location choice by participating in a series of discussions and surveys regarding pros and cons of each trip location specific to international business, sample itineraries, and course objectives. The exact dates of the trip are determined approximately 6 months in advance.

Excused absences from the IR are only permitted by the OGP Executive Director and GEB 6365 faculty member if extremely extenuating circumstances arise such as VISA prohibitions or impending child birth. In those events, an alternative assignment will be required.

Included with the UCF EMBA International Residency:

- Extensive business visits
- Company tours
- Hotel stay during residency
- Cultural excursions
- Welcome and farewell receptions
- Cohort dinners
- Local transportation
- Most meals or per diem
- Internal travel/airfare (if traveling to a different city/country within the residency)

The international residency does not include international airfare from the US to and from residency destination, extended personal hotel stay or hotel amenities. Optional excursions or extended stays can be arranged at the student's expense.

The IR is designed for EMBA students and is an educational experience rich in company visits and associated discussions. Students may choose to bring one guest/spouse at an additional expense. A guest should be age 21 or older and may not be able to participate in all the tours or company site visits with the students. Therefore, a guest should be comfortable being on their own in a foreign country for periods of time during the trip. Multiple guests and minors are not permitted during the dates of the International Residency and will not be facilitated through the OGP.

COMMENCEMENT

A Commencement Ceremony is held on the main UCF campus at the end of each term. Commencement is considered an optional event.

Intent to Graduate: The Intent to Graduate Form serves as your confirmation of commencement attendance and as a request to issue your diploma at the completion of your program. The OGP will send out a reminder when this form is due.

Rental of Commencement Regalia: The University requires that each student order their rented commencement regalia online. Commencement Regalia fees are not included in your program fees, so plan to pay this separately. Students complete a release form allowing the OGP to pick up regalia from the main campus prior to commencement and deliver to the OGP for distribution. After commencement, students will be required to return their rented regalia to the UCF Main Campus Bookstore.

Professional Portraits: During the final session of the program, the OGP makes arrangements for a photographer to take complimentary professional portraits of each student, as well as a group photo. We hold these photoshoots at the site where classes meet, during free time before or between classes.

Graduation Dinner: Just prior to graduation, the OGP hosts a complimentary graduation dinner for the student and a guest. The OGP will send out a formal invitation at that time.

GPA honors such as Magna Cum Laude, Summa Cum Laude, and Cum Laude are not awarded at the graduate level of study at UCF.

CONTACT INFORMATION

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