



UNIVERSITY OF CENTRAL FLORIDA

Graduate Student Handbook 2021

Executive & Professional Graduate Business Programs

This document provides detailed instructions and logistical information for graduate students enrolled in a UCF College of Business Executive or Professional Graduate Business Program.

OFFICE OF GRADUATE PROGRAMS • COLLEGE OF BUSINESS AT UCF DOWNTOWN





College of Business

Welcome to the UCF College of Business and Graduate School!

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 programs are based on face-to-face coursework, limited-size cohorts 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 your program to be a boutique experience given our location, facility, and our staff.

I am confident that your time invested with the College of Business 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,

Darrell Johnson, Ph.D., LPC

Assistant Dean of Undergraduate Studies

Executive Director, Office of Graduate Programs at UCF Downtown
College of Business

TABLE OF CONTENTS

PREFACE	5
OVERVIEW	5
ACADEMIC MISSION, VISION AND VALUES	5
GETTING STARTED.....	6
UCF NID & UCF ID	6
KNIGHTS MAIL	8
HONOR YOUR KNIGHTHOOD MODULE	9
COLLEGE OF GRADUATE STUDIES MODULE.....	9
STUDENT ACCESSIBILITY SERVICES	9
MY UCF and THE STUDENT CENTER.....	10
PARKING	11
LAPTOPS, UCF APPS, AND WIRELESS NETWORK.....	12
YOUR LAPTOP.....	12
UCF APPS	12
CONNECTING TO WIRELESS NETWORK	12
ACADEMIC AND CONDUCT POLICIES	13
GRADE POLICIES AND EXPECTATIONS	13
ACADEMIC PERFORMANCE CONCERNS	14
PROFESSIONAL CONDUCT POLICY.....	15
PROBATION AND DISMISSAL POLICY AND PROCESS.....	16
TRANSFER COURSE POLICY.....	16
GENERAL POLICIES.....	17
CLASS ATTENDANCE	17
RELIGIOUS OBSERVANCES.....	17
USE OF PORTABLE DEVICES	17
WITHDRAWAL FROM YOUR PROGRAM.....	18
WEATHER ALERTS AND CAMPUS CLOSURE ALERTS.....	19
ACADEMIC SUPPORT AND TEAMS	19
COURSE REGISTRATION	19
COURSE SYLLABI, SOFTWARE, AND CASES.....	18
TEAMS.....	19
WEBCOURSES	19
LIBRARY	19
BLOOMBERG TERMINALS.....	20
FINANCIALS	21
SELF PAY OPTION	21
FINANCIAL AID.....	22
VETERANS BENEFITS	23

COMPANY REIMBURSEMENT	24
COMPANY SPONSORSHIP/THIRD PARTY BILLING	24
REFUND POLICY	25
SCHOLARSHIPS	25
DISCOUNTS	26
EVAULATIONS	26
COURSE EVALUATIONS	26
THIRD-PARTY PROGRAM EVALUATIONS	26
STUDENT SERVICES	27
FAQS.....	27
EMBA INTERNATIONAL RESIDENCY	28
COMMENCEMENT	29
CONTACT INFORMATION	30
NOTES.....	31

PREFACE

All UCF students are expected to follow university policy. This supplemental student handbook was developed as a reference tool to provide helpful how-to information, policies, procedures and contact information.

OVERVIEW

The Office of Graduate Programs at UCF Downtown is part of the College of Business and administers the College's Executive and Professional MBA and specialty professional graduate business programs. The specialty professional graduate programs include the Professional Master of Science in Management with track options in Business Analytics, Entrepreneurship and Human Resources and the Professional Master of Science in Real Estate.

ACADEMIC MISSION, VISION & VALUES

MISSION

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

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.

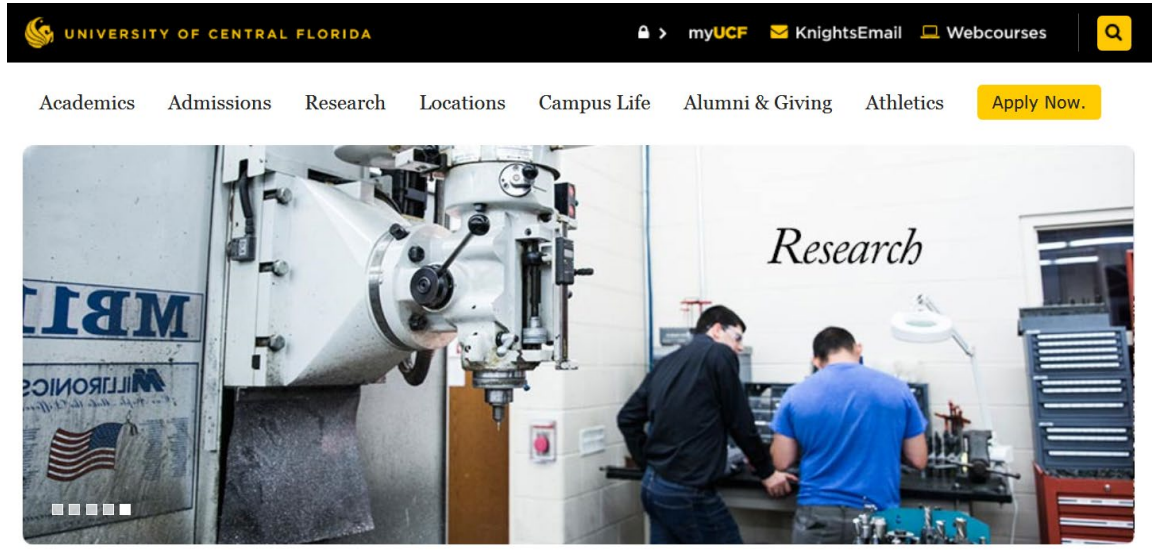
VALUES

The values we hold as an organization and teach 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

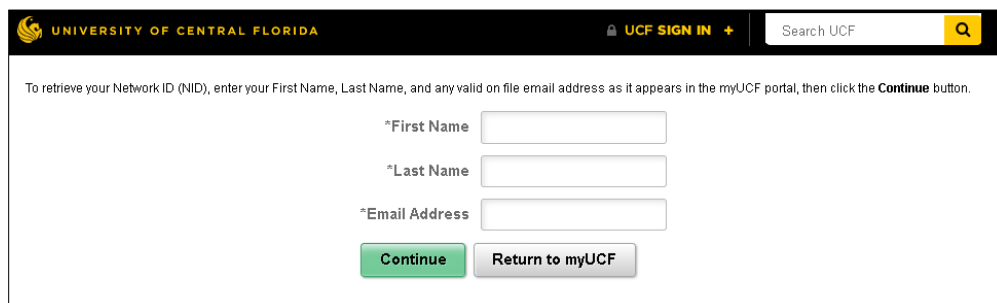
As a UCF student you are assigned two unique identifiers, your NID and your UCF ID. It is important to understand the difference between these two identities and when each is to be used.

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 of a web browser with the UCF logo and navigation links. Below the header, a message instructs the user to retrieve their Network ID (NID) by entering their First Name, Last Name, and Email Address. There are three input fields for these details. At the bottom of the form 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.

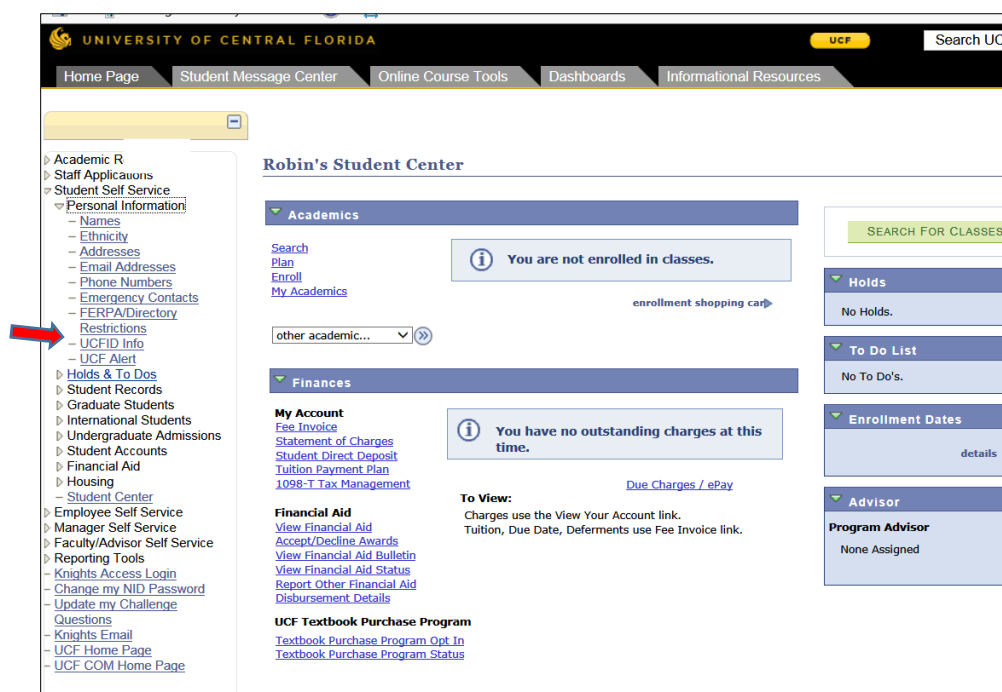
GETTING LOCKED OUT: Be sure to log off all secondary devices (smartphones, iPads, laptops, etc.) and sign out of all services (e-mail, wireless, etc.) that are using your NID and NID password before you change it. If those devices or services keep trying the old password, your NID account will become 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 UCF ID is a unique random number that is assigned when you first enter the UCF system. Like your NID, your UCF ID is yours for life and will never be assigned to another individual.

Your UCF ID 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 UCF ID 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 UCF ID number is printed on the front of your newly assigned UCF student ID card. If you do not know your UCF ID, 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 > UCF ID Info.
4. Your UCF ID, NID and UCF ID Card # information will be displayed.



KNIGHTS EMAIL and CONTACT INFORMATION

Every student must register for, and maintain, a Knights Email account at knightsemail.ucf.edu.

Knights Email is the primary email system for all UCF students and the predominant means of communication between UCF, professors, staff and students for official university business. The email system is hosted by Microsoft and powered by Office 365, but UCF maintains control of the accounts. All official university communications will be sent through Knights Email including information on registration, deadlines, financial assistance, scholarships, tuition and fees, and any other official university correspondence.

Knights Email may not be forwarded to any outside system. Communications sent to the Knights Email 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.

Each student must have an up-to-date emergency email address and cell phone number on record, which will be used for emergency purposes only. Students must also ensure that permanent and mailing (local) addresses and telephone numbers are always current with the university. Students can update their contact information online at my.ucf.edu.

REQUIRED HONOR YOUR KNIGHTHOOD MODULES

As a new UCF student, you are required to complete “Honor Your Knighthood.” Honor Your Knighthood is a concept regarding 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 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.

Questions? Please visit the Honor Your Knighthood website at honor.sdes.ucf.edu for more information.

REQUIRED COLLEGE OF GRADUATE STUDIES MODULES

Pressures to Plagiarize: The College of Graduate Studies requires all graduate students to complete the Pressures to Plagiarize Module. Please expect the module to appear in your Webcourses account toward the end of week two or beginning of week three in your first semester of your graduate program. This module takes approximately 45 minutes to complete.

If you were previously enrolled in another graduate program at UCF, and completed the Plagiarism module at that time, you will not be required to complete it a second time; however, you will need to send an email with a screenshot of your final quiz grade, your name and UCF ID to graddegr@ucf.edu to be removed from the course. If you do not send this email, a hold will be placed on your student account.

Students who fail the Pressures to Plagiarize Module quiz three times will be required to write an essay about plagiarism. This information is included in the FAQ and weekly course reminders sent to your Knights Email. Failure to complete this module will result in a HOLD being placed on your student account, which will block future course registration.

Wellness Course Module: Currently, the College of Graduate Studies is developing this module. It will go into effect Fall 2021 and will be a requirement for you to complete at that time. Failure to complete it will block future course registration. Please check your Knights Email for updates.

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 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 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), 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 interface for a user named Robin. The top navigation bar includes the University of Central Florida logo, a search bar, and links to Home Page, Student Message Center, Online Course Tools, Dashboards, and Informational Resources. A left sidebar lists various services such as Academic Processes, Staff Applications, Student Self Service, Personal Information, Holds & To Dos, Student Records, Graduate Students, Graduate Studies Website, Request Graduate Information, Research Week, International Students, Undergraduate Admissions, Financial Aid, Housing, Student Center, Employee Self Service, Manager Self Service, Faculty/Advisor Self Service, Reporting Tools, Change my NID Password, Update my Challenge Questions, Knights Email, UCF Home Page, and UCF COM Home Page. The main content area is titled "Robin's Student Center" and is divided into several sections:

- Academics:** Includes a "Search" button, a message "You are not enrolled in classes.", and a "SEARCH FOR CLASSES" button. It also features a "Plan" button, a "My Academics" button, and a "other academic..." dropdown menu.
- Finances:** Includes a "My Account" section with a message "You have no outstanding charges at this time." and a "Due Charges / ePay" link. It also features a "To View:" section with links for "View Financial Aid", "Accept/Decline Awards", "View Financial Aid Bulletin", "View Financial Aid Status", "Report Other Financial Aid", "Disbursement Details", and "View My Financial Aid Eligible Courses". Below this is the "UCF Textbook Purchase Program" section with links for "Textbook Purchase Program Opt In" and "Textbook Purchase Program Status".
- Personal Information:** Includes a "Demographic Data" section with links for "Emergency Contact", "My Address", "My Phone Numbers", and "My Email Addresses". It also features a "Contact Information" section with links for "Permanent Address", "Phone Numbers", and "Email Addresses".
- Undergraduate Admissions:** Includes a link for "Undergraduate Application Status".
- Graduate Students:** Includes a "Request Information" section with a "choose Graduate Form" dropdown menu and a "Apply For Admission" button. It also features a "Application Status" section with links for "Record Change Request Status", "Bulletin Board", "Graduate Funding", and "Thesis and Dissertation Status".

PARKING

UCF DOWNTOWN CAMPUS PARKING: A service unique to the College's UCF Downtown executive and professional graduate programs is annual or semester parking passes are included and issued to enrolled students for parking in designated student parking in UCF parking garages. These passes are valid at the UCF Downtown Campus and the UCF Main Campus.

One annual or one semester 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/>

PARKING PERMIT INSTRUCTIONS: You must create your Knights Email before you can submit your parking permit order.

Step 1: Register for a permit online and obtain an order number.

1. Go to the UCF parking website: parking.ucf.edu.
2. Select "Student."
3. Select "Purchase Permits."
4. Select "Buy a Permit – Long Term Permits."
5. Select "Start Your Order Here."
6. Select "Student Hang Tag (and the applicable term.)"
7. Enter vehicle information. (Make sure you enter the letter "o" and not the number "0" when you are entering your license plate number, if you have that value in your tag).
8. For delivery information, select "Pick Up at Parking." Our staff will pick up the permit on your behalf.
9. For payment information, select "Pay at Parking." The cost of parking is included in your program so do not enter any personal payment information. We will not be able to obtain a refund if you pay for the permit yourself.
10. Review information and click "Submit."

Step 2: Email our office your order number.

1. You will receive an automatic email with order details and a confirmation/order number sent to your Knights Email.
2. Copy and paste your order number and email it to Assistant Director of Operations, Jennifer Raraigh-Hopper at jraraigh@ucf.edu.
3. You do not need to pay for parking. Your parking pass is included with your program.
4. After you submit your permit registration, our Student Services team will distribute parking passes during orientation.

REGIONAL CAMPUS PARKING: Parking instructions for the Part-Time Professional MBA regional campus programs varies by campus. Student enrolled in the PMBA regional campus program will receive parking instructions from our Student Services team. Contact Mireya Cortes, Student Services Manager, at mireya.cortes@ucf.edu with questions.

LAPTOP, APPS and WIRELESS NETWORK/PRINTING

LAPTOPS

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 requirements for a course are provided and will be **PC/Windows based** only, the format supported by UCF.

Laptops are distributed after the end of the add/drop period. Once you receive your laptop, it becomes your property, and you 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. Our office is not liable for any damage, viruses or malfunction of your computer once you take ownership. Check directly with Dell regarding your Pro Support Warranty.

IMPORTANT EXCHANGE DEADLINE: You have two weeks from the day distribution begins to inform our office of any problems with your program issued laptop. Exchanges can only be made within this two-week timeframe. After the two-week grace period, you are responsible for any damage, viruses, or malfunction of your computer.

UCF APPS

Use your NID and NID password to access and download Microsoft Word, Excel, and 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.

Questions or having issues? Visit www.it.ucf.edu. You may visit the Student Support Desk in Technology Commons on the main campus, email TechCommons@ucf.edu or call the UCF IT Support Center at 407-823-5117.

CONNECTING TO UCF WIRELESS NETWORK

FIRST-TIME SET-UP: 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.
- Note your NID password expires every 60 days.

ADDITIONAL SUPPORT:

UCF IT Support Center Main Campus

Phone: 407-823-5117, Monday-Friday from 7 a.m. to 10 p.m.

Email: itsupport@ucf.edu

Visit: it.ucf.edu

ACADEMIC AND CONDUCT POLICIES

GPA=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 at <http://catalog.ucf.edu/content.php?catoid=4&navoid=201#grade-system>.

GRADING POLICIES AND EXPECTATIONS

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 after each term ends. To view dates, go to the UCF Academic Calendar at calendar.ucf.edu. Our office will not have access to grades before they are officially posted at myUCF.

UCF does not award GPA honors such as Magna Cum Laude and Summa Cum Laude at the graduate level.

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 placed on probation or dismissed from their program. Additionally, students who have not performed to academic standards of the program or university will be placed on probationary 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 to maintain regular graduate student status, receive financial assistance, and qualify for graduation.
- Students are not permitted to receive more than two "C" grades (C, C+, C-).
- A course in which a student has received an unsatisfactory grade may be repeated; however, the unsatisfactory grade and the course retake grade will be calculated into the GPA. The opportunity to retake 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. When a student must retake a course, they will be required to pay for course materials and any required software.
- MBA Only: A minimum grade of B- is required in the MBA capstone course, MAN 6721 Applied Business Strategy and Policy.

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; may be 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 may be cause for dismissal
MBA 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 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. Grounds for a grade appeal and timeline requirements are outlined in the UCF Golden Rule <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 UCF, the College of Business and this *Executive and Professional Graduate Program Student Handbook*. Professionalism encompasses behaviors and qualities that are expected of graduate business students in both an academic setting and the business world. Professional conduct is expected and assessed from the time of program application forward.

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, and all 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 UCF property; refraining from distracting and disruptive behaviors while on campus (all 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 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 sometimes invite guest speakers from the local business community into the classroom. Students in the program must demonstrate professional conduct, respect, and appreciation for these professionals who donate 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 the speaker's time. Professional business attire is required when guest speakers are present.

PROBATION AND DISMISSAL POLICY AND PROCESS

Probationary Status in graduate business programs means a student has earned less than the required 3.0 GPA to remain active in a graduate program, or the student has violated the Professional Conduct Policy. A student cannot graduate from a graduate business program while on probationary status.

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

- **Academic Probation:** Per College of Graduate Studies' policy, if the graduate status GPA falls below the required 3.0, the student must raise their GPA to 3.0 during the following 9 credit hours to be removed from Academic Probation. Students will receive notice in writing from the College of Graduate Studies.
- **Conduct Probation:** Any violation of the Professional Conduct Policy. 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 Executive Director, College of Business Office of Graduate Programs. This will be submitted in writing and shared with the Associate Dean of Faculty, Research and Graduate Programs for the College of Business.
2. The Associate Dean of Faculty, Research, and Graduate Programs for the College of Business 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.

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

- Receiving a "D" or "F" grade in a course listed as a part of the program's curriculum.
- Failure to achieve ≥ 3.0 GPA after 9 credit hours of being placed on Academic Probation.
- Receiving more than 6 credit hours of "C" grades.
- 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.
- 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 Professional Conduct Policy or failure to correct unprofessional behavior as defined by this handbook is grounds for dismissal. This includes failure to attend classes or excessive unexcused absences, or repeated lateness.

TRANSFER COURSE POLICY

Any graduate 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 students planned program of study at UCF, whether the courses are deemed equivalent to what is taught at UCF, earned grades, and/or how these courses may relate to the students planned program of study and current profession.

UCF and the College of Business allow a maximum of nine credits hours for transfer. Only graduate-level or higher courses may be accepted as transfer credits and they must be from an accredited institution.

Only courses with a grade of "B-" or higher can be transferred into a graduate program and official transcripts showing earned grades are required. Only courses that are no more than seven years old at the time their degree is conferred may be transferred, unless part of an earned graduate degree.

Depending on the course(s) that are being considered for transfer, the student may be asked to provide a full course syllabus. If a course syllabus is requested, it will be sent to the appropriate academic department for review and consideration.

If approved by the College of Business, the request will be sent to the College of Graduate Studies for final consideration.

GENERAL POLICIES

CLASS ATTENDANCE and MAKE-UP EXAMS

Each faculty member sets class attendance policies and students are expected to adhere to these policies, arrive to class on time and actively participate. It is strongly recommended that a student understand the faculty's attendance policy and does the following if a class needs to be missed:

- E-mail your faculty letting them know of your absence, in advance when possible.
- Inform your student team members and request they share notes and handouts.
- Strive not to miss more than two classes in any given course in a semester.

If a student does not attend a class, it is the student's responsibility to work with faculty regarding any missed assignments/exams. Make-up exams are at the discretion of each faculty.

Excessive absences may impact final grades. 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, Student Services Manager, at mireya.cortes@ucf.edu as soon as possible to discuss possible options for an alternate program or course completion.

RELIGIOUS OBSERVANCES

It is UCF policy 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 his or her faculty 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 during class is ultimately at the discretion of the faculty. 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 a student close their laptop and refrain from use.
- Cellphones should be turned off or set on silent during class time. Students expecting an urgent phone call during class, should alert the faculty in advance and 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 presenting faculty.
- Cellphone, earbuds, or headphones are not allowed during exams.
- Video recording is not allowed unless permission is obtained in advance from the faculty.

PROGRAM or COURSE WITHDRAWAL

If a student decides to withdraw from their program, please email Mireya Cortes, Student Services Manager, at mireya.cortes@ucf.edu to discuss options. There may be alternatives to simply withdrawing and it is important to be aware of all available alternatives before making a final decision. If, after reviewing all options a decision is made to withdraw, please submit an email notification of your withdrawal to Mireya Cortes, Student Services Manager, at 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 Office of Graduate Programs at the College of Business at UCF Downtown about their enrollment, we reserve the right to dismiss the student from the program.

Before dropping or withdrawing from a course, it is important to contact the Student Services team. *There may be financial implications for dropping or withdrawing from a course that could negatively affect your financial aid or status in the program.*

DEADLINES TO WITHDRAW: The financial and grade implications for course/program withdrawal are below. Our office follows the university deadlines for drops and withdraws. Refer to the UCF Academic Calendar for deadline at www.calendar.ucf.edu and the related university tuition policies at <http://studentaccounts.ucf.edu/registration-tuition-assessment/>.

FULL REFUND: Last day to drop without financial or grade penalty is the fifth day of classes.

25% REFUND: If a student withdraws from all courses by end of the fourth week of the term, the student is eligible for a 25% refund by contacting the Student Accounts Office. Students will receive “W”s in all courses.

0% REFUND: If a student withdraws from any or all courses beyond the fourth week of the term, 100% of term tuition is owed. Grade penalties apply if the withdrawal occurs after the withdrawal deadline for the term. If the withdrawal occurs prior to the withdrawal deadline students will receive “W”s in the course/s. For withdrawal deadlines go to www.calendar.ucf.edu.

WEATHER ALERTS and CAMPUS CLOSURE ALERTS

All UCF campuses follow the lead of the UCF Main campus or affiliated regional campus partner when deciding to cancel a class due to emergencies and man-made or natural disasters. 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.

- UCF Downtown programs/students follow the UCF Main Campus/UCF Downtown campus closures.
- Regional campus program/students follow the regional campus closures.

UCF ALERT: UCF Alert is a multi-media communications system that provides timely and accurate information about emergency situations that could impact the university. Students are encouraged to sign up to receive UCF alerts on myUCF.

- Log on to myUCF and select Student Self-Service.
- Scroll down to the "Personal Information" section and select "UCF Alert."
- Fill out contact information and select "Save."

ACADEMIC SUPPORT AND TEAMS

COURSE REGISTRATION

The Student Services team registers students in all classes for the duration of the program. BEFORE dropping or withdrawing from a course, it is important to contact Mireya Cortes, Student Services Manager, at mireya.cortes@ucf.edu. *There may be financial implications for dropping or withdrawing from a course that could negatively affect your financial aid or status in the program.*

We follow the university deadlines for drops and withdraws (found at www.calendar.ucf.edu) and the related university tuition policies (found at <http://studentaccounts.ucf.edu/registration-tuition-assessment/>).

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 faculty, additional cases and readings are distributed as needed during the course.

STUDENT TEAMS

Students are assigned to a different team 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 Student Services team will assign teams each term and will notify students approximately one week before classes begin.

The size of the student team varies, depending on the overall class size and the faculty's preferences. Student 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 term, providing each student the opportunity to work with as many classmates as possible by the end of the program. The team variety enriches the program learning experience and broadens networking opportunities.

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 as soon as possible and refer to the course syllabus for teamwork related information. Your faculty is the appropriate person to help your teams seek resolutions to any issue. If necessary, your faculty may refer issues to the Executive Director. In the rare case that a team switch is made, the switch will be made across classes.

Faculty may incorporate individual performance grades within the teams. Students may also be asked to grade each other on their contributions to project/team/group performance, which factors into each student's overall course grade. Please refer to your faculty's course 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 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 may contact Webcourses for support by phone at 407-823-0407, or webcourses@ucf.edu and live chat, or through the Online Support Form available at <https://cdl.ucf.edu/support/webcourses/>.

LIBRARY

The UCF Library offers many resources such as academic journals, magazines, and databases. The library can be accessed online by using your NID and NID password. 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. Students have free access to the UCF Library as long as they are an active student.

Questions? For UCF Library questions, contact your Business Librarian, at min.tong@ucf.edu or 407.823.3604. To schedule an appointment, go to ucf.ibcal.com/appointment/7775. As the UCF business librarian, Min's mission is to support the research needs of students and faculty in the College of Business.

BLOOMBERG TERMINALS (UCF Downtown Only)

The College of Business at UCF Downtown provides our executive and professional students with access to four Bloomberg terminals. Bloomberg is an online database that provides real-time historic trading data, analytics and research and news for global financial markets for any publicly traded company. 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.

Incorporating Bloomberg research into the course syllabus and the level of Bloomberg terminal use will be at the discretion of faculty.

ACCESSING 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: 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. Provide the following responses to the prompts:
 - Question: Who are you creating this for? Answer: myself
 - Question: Have you ever been a Bloomberg terminal user before? Answer: no
 - 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.
 - Company phone: Use your company or personal phone number.
 - Personal phone: Use your personal phone.
 - Company email: Use your Knights Email.
 - 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.
 - b. 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

Students have several options to pay for tuition.

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, Student Services Coordinator, at almendra.pham@ucf.edu

FINANCIAL AID

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*. Visit www.finaid.ucf.edu for more information.

1. Apply for financial aid each academic year. See more details below.
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 second 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.

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* at 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. Email 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 <https://www.ucf.edu/financial-aid/receive/accept-decline-reduce-awards/> for details.
3. First-time award recipients must complete the required online Master Promissory Note form at <https://www.ucf.edu/financial-aid/receive/master-promissory-note/> and the online Loan Entrance Counseling information session at <https://www.ucf.edu/financial-aid/receive/entrance-exit-counseling/>. Check your *To Do List* shortly after you accept your loan for these items.

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 AFFECTS FUTURE FINANCIAL AID: Per the financial aid 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 Meredith Smart, Financial Aid Coordinator, at 407-823-5392 or meredith.smart@ucf.edu for exact details on your eligibility after withdrawal.

Questions? Contact Meredith Smart, Financial Aid Coordinator, at 407-823-5392 or meredith.smart@ucf.edu

VETERANS BENEFITS

Students who are veterans or service members and plan to use Veteran benefits for their graduate program need to follow the instructions below:

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>.

Go to <http://gibill.va.gov> for more information on benefits and eligibility requirements and complete needed paperwork to apply.

COMPANY TUITION REIMBURSEMENT

Since most company tuition 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 tuition 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 drop 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, Student Services Program Coordinator, 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 payment if 100% of the tuition is paid by the employer.

- 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 UCF 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.
- Submit a third-party sponsorship letter as an attachment in an email to tpbilling@ucf.edu or fax to 407-823-6476.
- 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 the student completes the course and without consideration of the grade.

THIRD-PARTY SPONSORSHIP LETTER REQUIREMENTS:

1. Organization/sponsor's name, address, phone number and contact person
2. Billing department information
3. Student's name and UCF ID number
4. The academic term
5. List of authorized/approved courses for that term
6. Sponsorship amount (tuition and fees for that term)
7. Sponsor's refund policies should the student withdraw/drop a course(s)
8. Sponsor's restrictions, if any, on what the funds pay for

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.

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

UCF REFUND POLICY

FULL REFUND: Last day to drop without financial or grade penalty is the fifth day of classes.

25% REFUND: If a student withdraws from all courses by end of the fourth week of the term, the student is eligible for a 25% refund by contacting the Student Accounts Office. Students will receive "W"s in all courses.

0% REFUND: If a student withdraws from any or all courses beyond the fourth week of the term, 100% of term tuition is owed. Grade penalties apply if the withdrawal occurs after the withdrawal deadline for the term. If the withdrawal occurs prior to the withdrawal deadline students will receive "W"s in the course/s. For withdrawal deadlines go to www.calendar.ucf.edu.

There may be financial implications for dropping or withdrawing from a course that could negatively affect your financial aid award. Always refer to the UCF Academic Calendar for withdrawal deadlines at www.calendar.ucf.edu

SCHOLARSHIPS

College of Business students can apply for scholarships using A2O: Access to Opportunities, a system that gives you access to scholarships funded by donors and specifically for business students. Using this site, you can also gain access to hundreds of scholarships open to all majors across campus and external scholarships that have been validated by the Office of Student Financial Assistance. You will need to complete A2O's application once a year to automatically match with scholarships for which you qualify. Be sure to check the system periodically as scholarships may be added throughout the year at <http://ucf.academicworks.com/>.

Questions? Contact UCF Financial Aid at 407-823-2827 or email at SFAScholarships@ucf.edu.

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 including, but not limited to, the alumni referral discount and the UCF employee discount. The value of the discount is \$1,400 for EMBA, \$1,200 for PMBA, and \$1,000 for PMSM or PMSRE and will be documented in the student's acceptance letter and applied to the student's final semester tuition costs.

ALUMNI REFERRAL DISCOUNT: The alumni referral discount is a one-time tuition discount given to students who are referred to a professional or executive program by a program alumnus. This discount cannot be combined with any other discount including but not limited to the early application discount and the UCF employee discount. The value of the discount is \$1,400 for EMBA, \$1,200 for PMBA, and \$1,000 for PMSM or PMSRE and will be documented in the student's acceptance letter. The discount is applied to the final session of the program.

UCF EMPLOYEE DISCOUNT POLICY: A flat discount is offered to UCF employees at the rate of \$2,000 for each fall term, \$2,000 for each spring term, and \$1,250 for each summer term. We will offer this discount up to a maximum of two full time UCF employees per cohort on a first admitted basis. These students will be notified of this discount in their acceptance email from the College of Business. This discount is offered on a semester-by-semester basis only if the student remains employed full time by UCF. This discount is not offered in a lump sum. This discount cannot be combined with any other discount including, but not limited to, the early admission discount or the alumni referral discount.

To receive the UCF Employee Discount, students must fill out the Employee Discount form and obtain a supervisor's signature every semester. The form is returned to Jennifer Raraigh-Hopper at jraraigh@ucf.edu before the first day of class each semester to qualify for that semester's tuition discount.

Discounts will be reported as a non-cash fringe benefit to Student Accounts and payroll services each semester. For more information on tax implications, please contact your tax consultant.

EVALUATIONS

MID-SEMESTER AND END-OF-SEMESTER COURSE EVALUATIONS

Mid-semester evaluations are conducted mid-way through each semester via a Qualtrics survey from our office. End-of-semester evaluations are conducted and at the conclusion of each semester from UCF. All evaluations are anonymous and confidential online surveys. These survey results are compiled to provide constructive feedback regarding the instruction of each course. End-of-semester evaluation feedback is provided to faculty and their department chairs after final grades are submitted.

THIRD-PARTY PROGRAM EVALUATIONS FOR EMBA AND PMBA

Program surveys are conducted at the beginning and end of the EMBA and PMBA programs 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. We will alert you when to expect these survey requests in your Knights Email inbox. We appreciate your feedback as we strive to continuously improve our programs.

STUDENT SUPPORT

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

STUDENT SERVICES TEAM

We are committed to providing the best customer service to our students. Our Student Services team understands the unique requirements of busy, fully employed professionals. Unique to the executive and professional graduate business programs, students are provided additional academic services to help you keep your focus on your coursework.

The student services support provided takes a portion of the administrative burden typically placed on the student and shifts the tasks our Student Services team as much as possible. Student services support includes:

- Class registration each term.
- Purchase and deliver non-textbook course materials.
- Provide new students with a laptop computer.
- Answer logistical, safety and parking concerns or questions.
- Listen to insights and concerns regarding our programs. Listening does not always mean we can find a solution, but we encourage you to speak with us when you have concerns.
- Guide you through graduation logistics.
- Guide you through International Residency logistics (EMBA only).
- Cater your breakfast and lunch (EMBA only).

FREQUENTLY ASKED QUESTIONS (FAQs)

1. **If I do not want or need parking validation, or a new laptop, can I receive a tuition discount?** Our programs are all inclusive and cannot offer tuition discounts for items included as part of the tuition.
2. **My UCF parking pass or new laptop was lost or stolen. Can I get a replacement?** We are unable to offer replacements for incurred expenses.
3. **When will I receive my course syllabi?** Each faculty is asked to provide us with their syllabi at least 2 weeks prior to the start of the semester. However, faculty are only required to their syllabi prepared by the first day of class. We strive to send out course syllabi one week prior to the start of the term, if received from faculty.
4. **When will I get my non-textbook course materials?** Course materials are provided on, or by, the first day of class. Faculty requesting pre-reading are asked to provide that material to students at least one-week prior to the first class.
5. **When will I know my team assignment for next semester?** Team assignments are shared with students approximately one (1) week before the semester begins.
6. **What do I do if I have a team member who is not contributing?** If you discover any effectiveness issues in your team, bring the issue to your faculty as early as possible and refer to the course syllabus for teamwork-related information. Your faculty can help your teams seek resolutions to most issues, referring issues to the Executive Director only if necessary.
7. **What do I do if I will miss more than two classes in any given semester?** First, review your faculty syllabi for attendance rules and discuss with your faculty. Faculty have discretion regarding attendance policies, and it is the student's responsibility to adhere to the policy set forth by each faculty. If 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 email Mireya

Cortes, Student Services Manager, at mireya.cortes@ucf.edu as soon as possible to discuss possible options for alternate program or course completion.

8. **When will I receive my grades?** Faculty follow the university deadline noted on the UCF academic calendar (<https://calendar.ucf.edu/>) to submit grades. Grades are posted on my.ucf.edu.
9. **What do I do if I disagree with my grade?** For any academic performance concerns speak with your faculty. It is encouraged to bring your concerns to your faculty's attention as soon as possible. For grade disputes, students must follow the UCF Golden Rule. Grounds for a grade appeal and timeline requirements are outlined in the UCF Golden Rule, section UCF-5.016 Student Academic Appeals.
10. **Can 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 nine credit 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–.
11. **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/>.
12. **When will I receive my diploma?** Diplomas are mailed from the College of Graduate Studies six to ten weeks after commencement.
13. **Where do I request official transcripts?** Official transcripts are requested through the UCF Registrar's Office. <http://registrar.ucf.edu/transcript-request>.

EMBA INTERNATIONAL RESIDENCY

The Executive MBA includes a mandatory week-long International Residency (IR) as part of the GEB 6365 International Business Analysis course. This trip normally occurs in the second fall semester of the program and is typically scheduled in late September to mid-October. The EMBA cohort selects their international residency destination from a list of current top international residency programs/locations provided by our third-party residency facilitator and in consultation with the faculty. During the second term of 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 six months in advance.

Excused absences from the IR are only permitted if extenuating circumstances arise such as VISA prohibitions or impending childbirth. If an excused absence is approved, an alternative assignment will be required.

INCLUDED WITH 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 IR 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 an educational experience rich in company visits and associated discussions. Students may choose to bring one guest/spouse at an additional expense. The guest must be age 21 or older, cannot participate in company tours or site visits, have limited participation in excursions and responsible for travel arrangements. 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 IR.

COMMENCEMENT

Commencement is held on the UCF main campus at the end of each term. Commencement is considered an optional event and the exact date of Commencement is determined by the University Registrar.

INTENT TO GRADUATE FORM: 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. Students receive an email reminder from our Student Services team to complete the form by the due date.

RENTAL OF COMMENCEMENT REGALIS: The University requires each student to order their rented commencement regalia online. Commencement regalia fees are **not** included in your program fees. As part of your program, our Students Services team will pick up regalia from the main campus and deliver directly to students. Students must complete a release form allowing our office to pick up regalia from the main campus prior to commencement. 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, arrangements will be made for a photographer to take complimentary professional portraits of each student, and a group photo. We hold these photoshoots at the site where classes meet, during free time before or between classes.

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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GET SOCIAL

Find ways to get involved and stay connected. Follow us on social media for student life, updates and more. Share your graduate experience photos on Instagram and tag us #UCFGradBiz.



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