GRADUATE STUDENT HANDBOOK for ONLINE STUDENTS
For 2014-2015
MESSAGE FROM THE DEAN

Graduate school at the University of Miami is a place where students gain proficiency in a specialty with the guidance of dedicated faculty in the presence of a community of world-class scholars. UM students are thought leaders and innovators whose accomplishments are showcased on a global stage. Our students represent the best and the brightest and their engagement with our faculty continues to elevate the University.

M. Brian Blake, Ph.D.
Vice Provost for Academic Affairs & Dean of the Graduate School
University of Miami
August 2014
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THE GRADUATE STUDENT HANDBOOK FOR ONLINE STUDENTS

The Graduate Student Handbook for Online Students is an excellent resource for graduate online students at the University of Miami. The Handbook contains all applicable policies and valuable information for graduate online students compiled into one comprehensive manual. Online graduate student enrollment is governed by this Handbook. This handbook describes policies and procedures pertaining to the Graduate School and online graduate study at the University of Miami. In the event of a conflict between this handbook for online graduate students and any other applicable University policies or procedures, the terms of this handbook shall control. It is the student's responsibility to be aware of and comply with all policies, procedures and deadlines. Although the Handbook contains general information, students should be aware of regulations and policies that directly pertain to individual graduate programs, as many programs have additional requirements of their own, as well as a program handbook.

Policies Modification
This is the official University of Miami source for the enrollment, business, and financial policies associated with these online programs:

- M.S. in Finance online
- M.S. Ed. in Sport Administration online

The University reserves the right to amend and update these policies at any point in the future. Amendments to these policies will be published at onlinepolicies.miami.edu.

Please also consult these additional University of Miami policies:

- Our privacy statement for our privacy and data collection polices.
- Technology policies <URL>
  - http://www.miami.edu/it/index.php/a060_acceptable_use_of_info_tech_resources_by_students/

ABOUT THE GRADUATE SCHOOL

The Graduate School is the administrative body overseeing all master’s and doctoral programs.

MISSION AND GOAL STATEMENT

The mission of the Graduate School is to promote graduate education, scholarship and research; to support individuals, departments and programs in the pursuit of excellence; to foster innovative, multidisciplinary, and interdisciplinary activities; and to maintain high ethical and academic standards in graduate studies.

The standards of study and conduct in the Graduate School are high. They are not set and maintained by the Graduate School but rather by the faculty who determine the standards for their individual program. The Graduate School through its Council sets no course requirements for a degree. It does set certain general residence, grade and examination standards. Fundamentally, the Graduate School delegates responsibility to the student and his/her program. Within this broad responsibility the recommendation for the degree rests with the faculty.

ACADEMIC CALENDAR

Please visit the Office of the Registrar website for the most recent academic calendar for online programs.

DEFINITIONS

New Student
A new student is a student who has been admitted to a program and paid the enrollment deposit but not yet completed the first 7 days of the first program course.

Continuing Student
A continuing student is a student who has completed at least the first 7 days of the first program course and not yet
graduated from the program.

Course
A course is an educational component made up of academic content, assignments and activities, the successful completion of which earns a student credits toward completion of a program. A course is delivered and accessed online via a learning management system (LMS). A course is 7 weeks long.

Academic Plan/Program of Study
A series of courses that make up a full degree or certificate program. All courses in a program must be successfully completed for a student to be considered for graduation.

Academic Year
The academic year is August through July and consists of 3 terms (Fall, Spring, Summer).

Term
A term is the discrete length of time in which courses are offered. A term is 15-weeks long and encompasses two 7-week sessions with a 1-week break in between them.
- Fall Term is August – December
- Spring Term is January – April
- Summer Term is May – July

Session
A session is the discrete length of time during which a single course is completed. A session is 7-weeks long.

GENERAL ACADEMIC REQUIREMENTS AND REGULATIONS

All graduate work (except for the master’s degree in Law, J.D. in Law, and M.D. degree) at the University of Miami is under the direction of the Dean of the Graduate School and the Graduate Council.

All graduate students at the University of Miami are subject to the general standards and requirements of their programs in regard to attendance, examinations, payment of fees and conduct, as well as to the specific requirements of the Graduate School. The graduate student is expected to assume the initiative in completing all requirements in the time specified.

Prospective students should note that “graduate study” means an integrated program of advanced, specialized study, based on an undergraduate major and/or adequate background, presupposing academic and personal maturity, and making much more than average demand upon the industry, initiative and scholarship of the student. The term must be distinguished from “post-graduation study” which means merely that courses, not necessarily of graduate level, are taken after the student has received a bachelor’s degree.

To preserve its ideals of scholarship, conduct, and character, the Graduate School reserves the right and the student by his/her registration concedes the right, to require the withdrawal of any student for any reason deemed sufficient by the Graduate School at any time.

TIME OF COMPLETION

Time to completion starts when a student begins any program in the Graduate School. All work must be completed within three (3) years of the time of admission to graduate work, for those studying for the various master’s degrees. Individual programs may set a shorter time period. Exceptions may be granted by the Dean of the Graduate School at the request of the Graduate Program Director.

A student is ineligible for financial aid when it becomes mathematically impossible for him/her to complete the program within 150% of the length of the program. The length of the program is the amount of time necessary for a student to complete all requirements for a degree or certificate.

Each online degree program has a minimum time within which a student may complete the degree if the student takes the courses on a continually enrolled basis. Online degrees are flexible, and the actual time to completion, within the three-year limit, can vary by student.
TRANSFER CREDITS

M.S. Finance and M.S. Sports Administration

- Transfer credits may not be applied toward the M.S. in Finance degree online.
- A maximum of six credits may, with the permission of Program Director, be applied to the M.S. Ed. in Sport Administration degree online.
- Graduate credits transferred from another university may not be applied toward a graduate degree at the University of Miami if their age at the time of acceptance into the University of Miami program exceeds six years. On an individual basis, students may be permitted to validate over-aged credits by examination, with program approval.
- Students in the M.S. in Finance online degree program and the M.S. Ed. In Sport Administration Program may not transfer or transfer credits from the online degree version of these programs to the campus based versions of the programs without the permission of the Program Director and the Dean of the school.
- Students in the campus based versions of these degree programs may not transfer or transfer credits from them to the online degree versions of the programs without the permission of the Program Director and the Dean of the school.
- Transfer credits grades will not be factored into a student's cumulative grade point average at the University. Transfer credits only impact the number of credits earned.

REGISTRATION

Registration and Online Course Access
Registration starts about 2 weeks before each term. Each term contains two 7-week sessions with about a 1-week break in between each course.

New Student Registration
Students will be eligible for registration once the University has received their enrollment deposit, paid in full. Students will be registered into courses for the entire first term, both first and second sessions. Students will have access to the first online course 2 days before each session starts.

Continuing Student Registration
Students will be eligible for registration provided they have no financial or other holds on their account or are not withdrawn. Students will be registered into courses for the entire term, both first and second sessions. Students will have access to their course 2 days before each session starts.

Financial, Academic and Other Holds
If students have any financial or other holds, they will not be registered into a course until they have met the requirements to remove the hold.

Full-Time Study
All students are considered full time unless they have officially contacted the Registrar’s Office to change their status from full-time to part-time.

The categories of full-time students include graduate students taking eighteen or more graduate credits during the academic year (six credits in a regular term).

In all cases, determination as to whether or not a student is in full-time study is the privilege of the Dean of the Graduate School and the Registrar’s Office.

The maximum number of credits allowed for full-time study is 9 for each term. Exception to this policy can only be made by the Dean of the Graduate School or his/her designee and requires a signed recommendation from the Program Director.

No full-time faculty member may be a full-time online student, whether or not working toward a degree. Nor may a full-time online student be a full-time faculty member.

No full-time online student will be a principal investigator on any grant or contract, whether in name or fact. And no principal investigator will be a full-time online student.
ADMISSIONS

Applying to the Online Programs
If students would like to apply to a UOnline program, they will need to create a profile and apply online via our online application portal found at https://applyonline.miami.edu. Here students will receive guidance on submitting all the components and required documents. Students’ Enrollment Advisors will also guide them through the process and be available to answer any questions.

TOEFL (Test of English as a Foreign Language)
If students do not hold a U.S. undergraduate degree, they may be required to take the TOEFL exam. If they are required to submit a TOEFL score, students should visit http://www.ets.org/toefl to arrange to take the test. The TOEFL code for the University of Miami is 5815.

The University will consider candidates with these TOEFL scores:

<table>
<thead>
<tr>
<th>TOEFL Internet Minimum Score</th>
<th>94</th>
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<tbody>
<tr>
<td>TOEFL Computer Minimum Score</td>
<td>240</td>
</tr>
<tr>
<td>TOEFL Paper Minimum Score</td>
<td>600</td>
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The TOEFL requirement may be waived for non-native English speakers provided they meet one of the following criteria:

- Students earned their undergraduate degree in a country where the official language is English (this does not include degrees from just English-speaking institutions or just a country where English is spoken).
- Students studied in the United States at an undergraduate level for at least one year or the equivalent of 30 consecutive credits.
- Students have lived and worked in an English-speaking country for the past two or more years.

Letters of Recommendation
Letters of Recommendations must be submitted directly by the student’s recommender to the student’s Enrollment Advisor and are not submitted through the Online Application. The student’s Enrollment Advisor will provide the student with the Letter of Recommendation guidelines and submission criteria that the student can give to their recommenders.

Admissions & Admissions Decisions
Once the University receives the student’s complete application with all required documents, the admissions review process will start.

Regular Admit (with Official Transcripts)
If the application meets the standard admissions requirements and the University has received all official transcripts (please see the Transcripts section), the student will receive an offer of full admission in approximately 48 business hours after the University has received the completed application. The student will receive an official email from the Enrollment Advisor and be able to view the admissions decision via their Online Application portal.

Conditional Admit (with Unofficial Transcripts and/or Test Scores)
If the application fully meets the standard admissions requirements, the student may be conditionally admitted if the University has received and accepted the unofficial transcripts for all institutions attended and/or the student’s unofficial test scores (if required). Unofficial transcripts may be considered acceptable ONLY IF ALL the following items are legible on the transcript document:

- Name of the institution
- Student name
- Cumulative Grade Point Average (preferred)
Students receive notification typically **within 48 business hours** after the University has received a complete application (including other required documentation) that the student has been Conditionally Admitted. The notification of Conditional Admission will also address the requirements the student will have to satisfy in order to be officially admitted. The failure to meet any of these conditions will be grounds for the withdrawal of the Conditional Admission and/or the withdrawal from all programs. The student will receive an official email from his/her Enrollment Advisor and be able to view the admissions decision via your Online Application portal.

Students MUST pay their tuition bill by the payment due date. Once students are fully admitted, they can receive financial aid retroactively, provided the University has granted the student full admission during the same academic year.

Students should review the Monthly Payment Plan (MPP) section for guidance on setting up a monthly payment plan. Also, the Payment Policies section for payment options and consequences for non-payment.

Students should review the Transcripts section for official transcripts deadlines and consequences if the University has not received all official transcripts.

### Accepting Admission

When a student’s admission decision has been made, the student will receive an official Admissions decision email from the Enrollment Advisor. Students can also view the admissions decision and receive next steps via the online application portal found at [https://applyonline.miami.edu](https://applyonline.miami.edu).

A student’s Enrollment Advisor will guide him/her through the next steps.

### Offer of Admission Expiration

Offers of Admission are **valid 1 calendar year (or 365 days) from the date of the admission offer**. If a student has not accepted an offer of admission within a year of issuance, he/she must reapply to the University and program.

### Reapplying/Readmission

There are a few situations in which students have to reapply to a program. Students will have to reapply to a program if:

- A student’s original Offer of Admission has expired and he/she never started the program.
- A student requests to change to a different program.
- A student has been withdrawn from his/her program for more than 1 year.
- A student failed to meet the requirements of a Conditional Admission.
- A student was dismissed from a program

To reapply, students can login and start the Online Application [www.applyonline.miami.edu](http://www.applyonline.miami.edu).

### Not Admitted

If a student’s application does NOT meet the standard admissions requirements, he/she will receive a notification that he/she has not been admitted into the program typically **within 48 business hours** after the University received the student’s completed application. Students will receive an email from their Enrollment Advisor and be
able to view their admissions decision via their Online Application portal.

If a student is not admitted into a program, he/she will receive an explanatory email from the Enrollment Advisor and will be able to view their admissions decision via their Online Application portal. Students may be eligible to reapply once they have met the admission requirements or choose to apply to a new program. A student’s Enrollment Advisor will contact a student to discuss their options.

Transcripts for Admissions

Official Transcripts
- MUST Arrive in a sealed envelope with the school’s stamp/seal across the back or on the institution’s official envelope
- Be opened only by a member of the University of Miami admission staff
- Have a Registrar’s signature and/or watermark and/or indented seal which appears on the transcript

Mailing Address for submission of transcripts:
University of Miami
Online Enrollment Office
1320 South Dixie Highway
Suite 902
Miami, FL 33146

Electronic Transcripts:
Electronic transcripts will be considered official if they are sent directly from the accredited institution and received directly by the Online Enrollment Office at etranscripts@miami.edu

Official Transcripts, Scores & Conditional Admission
The University must receive official transcripts for all institutions attended before any student can be considered fully admitted into the University.

Official Transcripts Due Date
If a student was Conditionally Admitted into a program with unofficial transcripts, the University MUST receive the student’s official transcripts from all institutions attended by the last day of the 1st session of the first term. A student’s Admissions letter will provide the exact due date for the official transcript(s) and he/she will be notified through Canelink when the University has received the student’s official transcripts.

Official Test Scores Due Date
If a student was Conditionally Admitted into a program with unofficial test scores and is required to submit official GRE, GMAT or TOEFL official test scores, the University MUST receive their official test scores by the last day of the 1st session of their first term. A student’s Admissions letter will provide the exact due date for the student’s official transcript(s) and he/she will be notified through Canelink when the University has received the student’s official transcripts.

Financial Aid & Tuition Payment
If students apply for Financial Aid, Financial Aid will be NOT be awarded until the University has received the official transcripts from all institutions attended and/or test scores, if required. Please see the Financial Aid section for more information about Financial Aid eligibility and awarding.

Because Financial Aid will not be awarded until official transcripts from all institutions attended and test scores are received, a student MUST pay the tuition bill by the payment due date. Students should review the Payment policies for payment options and consequences for non-payment.

Official Transcripts and Test Scores Not Received
If Official Transcripts and/or Test Scores (if required) are NOT received by the due date:
- A student will be removed from the next course
A student will be administratively withdrawn and may be reinstated if the University receives the student’s official transcripts.

**Enrollment Deposit**
Once students have accepted their offer of admission or conditional admission, they will pay a **non-refundable** enrollment deposit of $300 USD. Once the deposit in full has been received, students will be registered for their online orientation and first courses.

**What the Enrollment Deposit Is**
The enrollment deposit payment is:

- Paid one time per program
- **Non-refundable** including if the student’s Offer of Admission has expired and he/she never started the program or if they were conditionally admitted and did not meet the conditions for full admission.
- Due no later than the **date listed on the academic calendar**.
- Applied against a student’s 1st tuition bill
- Valid for as long as the Offer of Admission is valid:
  - if a student’s Offer of Admission has expired and he/she reapplyes to any program, a student will be required to pay the deposit again.
- Transferrable to a new program: if a student applies to a new program while the existing Offer of Admission is still valid, the student will not have to pay the deposit again.

**Paying the Enrollment Deposit**
After a student has received the Offer of Admission, the student will be provided access to Canelink to pay the student’s enrollment deposit with the following payment options:

- Online Credit Card payment:
  - MasterCard
  - Visa
  - American Express
  - Discover
- E-check (drawn on a US bank only)
- Bank-to-Bank, Exchange Bureau or Wire Transfer.
  - Students are responsible for any fees or currency exchange processing charged by their bank or exchange bureau when transferring funds and should account for this when sending tuition payments.

**New Students**

**Student Readiness Orientation**
Once a student has been admitted and paid the non-refundable enrollment deposit, a student will be enrolled into the Student Readiness Orientation. The Student Readiness Orientation is an interactive series of required activities in the University’s social media environment. During the Orientation, students will meet other students, prepare for online learning at the University of Miami and familiarize themselves with their support structures and University academic policies.

A student’s Enrollment Advisor and Student Support Team will remind students to complete the readiness activities, address any concerns students may have and ensure students fully understand each of the activities so that students may be prepared to start their first course.

**Successful Completion**
Once students have **successfully completed all required activities** in the Student Readiness environment, they will be able to start the 1st course in the program. Students should complete these activities at least 7 days before their chosen start date.

**Program Change**
If a student **changes his/her program**, the student may be required to complete some program-specific portions of the Student Readiness Orientation. If so, the Student Support Team will inform the student and provide access
to the relevant Student Readiness Orientation activities.

**Offer of Admission Expiration**

If a student's **Offer of Admission has expired** and he/she has not started a program, the student will be required to retake the Student Readiness Orientation once he/she has been re-admitted into the program.

### Technical Requirements

To help ensure success, students should be proficient using e-mail, the Internet, and common desktop productivity software. During the course of the program, requirements (either hardware or software) may change from the original technology recommendation. Students should consult the software/hardware requirements within the program or with the faculty member or program director for any technology recommendations that may have changed since the original recommendation mentioned below or within the program of study. Below are some initial recommendations. Please note that these recommendations and requirements may change as technology changes. Also please note that specific programs of study may have other specific requirements:

**Recommended Setup**

- Internet access required; 6-10 Mbps speed or higher recommended; Broadband is recommended as students with dial-up may experience degraded performance
- Windows Vista/7 or Mac OS X with virtualization software (like Parallels with Windows OS)
- 2GB of RAM minimum
- 40GB hard drive
- speakers, and headphone connected to the computer
- Inkjet or laser printer
- Portable media (thumb drive)

**Software Requirements**

- Recommended Web browser—current version of Chrome
- Other Web browsers (Internet Explorer ver. 9.0 or higher or Firefox’s current and next most recent releases).
- Microsoft Office
- Adobe Reader ver. 10.1 or higher
- Adobe Flash Player ver. 11.7 or higher
- Apple QuickTime ver. 7.7 or higher
- Windows Media Player ver. 11 or higher
- Antivirus software (e.g., McAfee or Norton) installed, running, and kept current by promptly installing the upgrades and patches made available by the software manufacturer

**Tablet/Laptop Recommendation**

Students enrolled in programs that require participation in academic residencies are encouraged to use a laptop or tablet computer for their work.

**Additional Technology Requirements**

Some programs may require additional technology requirements that are not mentioned above. Please refer to the program course(s) syllabi to review any special technology requirements for the program of study.

**Costs, Fees, Billing & Payment**

**Tuition includes:**

- Online learning environment and courses
- Application processing
- **Non-refundable** Enrollment Deposit (paid separately and deducted from 1st tuition bill)
• Technology fee
• Access to the online library
• Student and Technical Support

Tuition Does NOT include:
• Course Materials, Books and e-books
• Late Payment Fees, if assessed
• Graduation related fees

Your Tuition Invoice and Payment
Immediately after students have been registered into class, their tuition bill will be available in their student portal, Canelink. Payment in full is due or arrangements to pay finalized by the 1st day of the 1st class of each term. If the University does not receive payment in full by this date, students will be removed from the online classes.

Payment Currencies
A student invoice is in United States Dollars (USD) and the University accepts payment only in United States Dollar, USD.

Payment Methods
The University offers several payment methods, described below. A student's tuition invoice will contain instructions for using these payment methods.

Credit Card
A student may pay by credit card via the University's partner, Elavon. A student can pay with:

  o MasterCard
  o Visa
  o American Express
  o Discover

Students will be charged a processing fee of 2.5% to pay by credit card.

eCheck (ACH)
Students may pay their tuition by E-check (ACH) online through your Canelink account:

  • Click on the “Student Home” tab
  • Navigate to Finances section
  • Click on “Account Inquiry”
  • Click on “Payment” and follow the instructions.

Students will not be charged any additional fee if they pay by e-Check. For additional help, contact the Student Support Team.

Wire Transfer
Students may pay their tuition by wire transfer, using these instructions:

  • Bank of America, N.A. 1500 South Dixie Highway, Coral Gables, FL 33146
  • ABA # 026009593
  • For Credit To: University of Miami Concentration Account # 5508319094
  • For Further Credit To: Students Full Name & ID Number
  • International Wires SWIFT Code: BOFAUS3N

Students should make sure that their full name and ID number are included with the wire transfer to ensure the funds are applied correctly.

Wire/Bank Transfer Fees
Students are responsible for any fees or currency exchange processing charged by their bank or exchange bureau when transferring funds and should account for this when sending tuition payment. The University is not responsible for any fees students may incur during the transfer process.

Payment by a Third Party
A Third Party Sponsorship allows someone other than the student to pay a student’s tuition (employer, for
example). Students with this type of assistance must inform the Financial Aid Office to ensure that financial aid is awarded appropriately and that funds are applied appropriately.

If a student's tuition is paid via Third Party Sponsorship, the student will still remain subject to all policies, including due dates, late payment fees and financial hold rules and consequences.

**Monthly Payment Plan (MPP)**

Through this plan, term tuition payment is divided into 4 monthly payments, each due on the 1st of the month. Currently, the Monthly Payment Plan is only available in the Fall and Spring terms.

- Students must pay each term in full before they will be registered for the next term (see payment methods section).

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<thead>
<tr>
<th>Payment #</th>
<th>Reminder Sent</th>
<th>Payment Due By</th>
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<tr>
<td>1</td>
<td>1 week before</td>
<td>No later than 1st day of class</td>
</tr>
<tr>
<td>2</td>
<td>1 week before</td>
<td>1st of the next consecutive month</td>
</tr>
<tr>
<td>3</td>
<td>1 week before</td>
<td>1st of the next consecutive month</td>
</tr>
<tr>
<td>4</td>
<td>1 week before</td>
<td>1st of the next consecutive month</td>
</tr>
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**Late Payment**

- If payment is not received by payment due date, a registration hold will be placed on a student's account the next business day.
- Once payment has been received, the registration hold issued for late payment will be removed.

**Tuition Reductions, Scholarships, Special Offers**

During the Enrollment and Admissions process and at the University's discretion, tuition reductions and scholarships may be offered to incoming students. Existing students will not be eligible for any new tuition reductions offered to incoming students. Students should contact an Enrollment Advisor for current offerings and qualifying criteria.

If students qualify for a tuition reduction, their Enrollment Advisor will provide them, in writing, the formal terms and conditions specific to that tuition reduction. The reduction will be included in a student's tuition statement/note in Financial Aid package if applicable and deducted from tuition accordingly.

**Tuition Increase**

The University reviews tuition rates each year and reserves the right to increase tuition for existing students.

If the University does increase tuition:

- The increase will be implemented at the beginning of the Fall term and will apply forward to any future, unbilled tuition.
- The University will notify all students **at least 1 month** before the start of the Fall term.
- Students' tuition invoices moving forward will be adjusted to reflect the increase.

**Change Payment Plan**

Students may request to change payment plans. Currently the options are:

- Payment in Full to Monthly Payment Plan.
- Monthly Payment Plan to Payment in Full.

Payment Plan changes will be implemented **only at the beginning of the next term**. Students must complete any payments due for the current term as agreed under their current payment plan before they can request a new payment plan.
Students should contact the Student Support Team for more information about changing their payment plan. Formal requests must be in writing/online form.

Billing Support
The student’s Student Support Team will be able to answer questions or provide information about a student’s invoice.

FINANCIAL ASSISTANCE

For United States citizens and eligible non-citizens, US Financial Aid is available for online programs.

- Applying for Financial Aid, UM
- Costs and Financial Aid, UM

Eligibility
Please see the University’s Financial Aid website for eligibility criteria.

- http://www.miami.edu/index.php/office_of_financial_assistance/g/g_applying/eligibility/

Applying for Financial Aid
To start the application process, students must submit the Free Application for Federal Student Aid (FAFSA) at https://fafsa.ed.gov/.

In the School Release section of your FAFSA, please indicate:

- University of Miami, Coral Gables
- the Institution Code 001536
- Complete the FAFSA application each year
http://www.miami.edu/index.php/office_of_financial_assistance/g/g_applying/g_apply/

Awarding and Disbursing Financial Aid
Key Points and associated deadlines:

- Awards are processed on a rolling basis and are done annually, one academic year at a time (3 terms per academic year: Fall, Spring and Summer).
- Students are strongly encouraged to begin the application process at least four weeks prior to the start date of their program or renewal date of their existing loan.
- Applications will be accepted in the last 30 days of the term, but the Office of Financial Assistance Services cannot be held responsible if funds are not available for disbursement for the term. Delays can occur that are outside of the control of the Office of Financial Assistance Services.

New Students
The Office of Financial Assistance Services will award Financial Aid for new students when

- FAFSA has been received
- A student has been fully admitted

Financial Aid will be disbursed only when:

- All Official transcripts have been received by the University
- After the last day to add/drop and when attendance has been confirmed

Continuing Students
The Office of Financial Assistance Services will award Financial Aid for continuing students only when

- FAFSA has been received

Financial Aid will be disbursed only when:

- After the last day to add/drop and when attendance has been confirmed.
Maintaining Eligibility, including Satisfactory Academic Progress

Students must also maintain all federal aid eligibility requirements for the entire term. Please see the eligibility page for specific criteria for maintaining eligibility.

[http://www.miami.edu/index.php/office_of_financial_assistance/g/g_standards/](http://www.miami.edu/index.php/office_of_financial_assistance/g/g_standards/)

**GRADUATE GRADING**

**SCALE/QUALITY POINTS**

An average of B (3.0) is required for a graduate degree, and no “D” credit may be counted toward the degree. All work leading to the graduate degree and taken as a graduate student will be counted in computing the quality point average, including courses graded “D”.

No transferred credits are calculated into the University of Miami G.P.A.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Excellent accomplishment.</td>
</tr>
<tr>
<td>B</td>
<td>Good accomplishment.</td>
</tr>
<tr>
<td>C</td>
<td>Fair, but below that expected of graduate students (C- is the lowest passing grade. Some programs may require higher standards.).</td>
</tr>
<tr>
<td>S</td>
<td>Symbol used for acceptable (U-unacceptable) thesis, dissertation, practicum and internship credit. It may be used for regular courses under special circumstances with the prior approval of the instructor, department chairman, and the Dean of the Graduate School. The Graduate School considers a grade of “S” to indicate a minimum of a 3.0 GPA in a graduate course if a student has taken no prior coursework on the graduate level. A grade of “S” reflects that a student is in good academic standing.</td>
</tr>
<tr>
<td>D</td>
<td>Poor (not acceptable for credit toward the advanced degree).</td>
</tr>
<tr>
<td>F</td>
<td>Failure.</td>
</tr>
<tr>
<td>W</td>
<td>Course dropped prior to the last day for withdrawing from classes as published in the official calendar of the University. Courses dropped after last date must have approval of Dean of Graduate School. Credit can be earned only by successful repetition of the course.</td>
</tr>
</tbody>
</table>
| I | Incomplete work in passing status with the instructor’s permission to complete the course. (Not to be used for thesis or dissertation credits). Student may request an incomplete from the professor if:  
  * they have completed at least 75% of the course and  
  * have a C or better in the course at the time of the request.  
  The “I” should be changed to a letter grade within one (1) calendar year after it is given, unless the Academic Dean of the student's primary school or college and the Dean of the Graduate School approve the delay. If the “I” is not changed within one year, credit can be earned only by successful repetition of the course. (Note: Fellowships and financial aid may be withdrawn if there is an excess accumulation of “I”s on a student’s transcript.). |
| IP | Denotes in progress grade given by instructor for any course (600, 700, or 800 level) in which a student has made expected or clearly satisfactory progress during the term, but has yet fully to complete requirements for the course. “IP” is to be given for 800-level internships, research, thesis and dissertation courses that have not been completed. Upon satisfaction of all Graduate School requirements, the Assistant Director, Programs of the Graduate School will issue final credit for all master’s thesis and doctoral dissertation courses (e.g., 810, 820, 830, 835, 840 and 850). Zero-credit courses (e.g., 820 and 850) will be changed to “S.” Please note that all “IP”s must be converted to “S”, letter grade, or “I” at graduation. “IP” will also be converted to “I” upon any departure from the University for a period in excess of one year. |
| NG | Symbol assigned by Enrollment Services indicating that the instructor has not yet reported the student’s grade. For a student to receive credit for the course, the instructor must report a passing grade prior to the student’s graduation.* |

*Faculty Senate Legislation #85005(B)

Quality points are awarded as follows:
The quality point average is then determined by dividing the total of quality points earned by the total of credits attempted. The symbols “S”, “W”, and “I” are not counted as credit attempted.

**REPEATING COURSES**

A student may repeat a course in which a failing grade was earned, but the repetition of the course will not eliminate the previous grade from the record and the student is responsible for tuition and other costs related to the repeated course. A course may be repeated only once unless written authorization is provided by the Dean of the Graduate School. All grades are included in the computation of the quality point average. If a course in which an unsatisfactory grade (as determined by the program advisor) was earned is repeated and the repeat grade is a “C-” or higher, the number of credits required for graduation will be increased by the number of credits repeated. If a student attempts to retake a passed course, taking the same course to obtain a better grade, financial aid may be affected.

Registrations which involve repeating a course in which a grade of “A” or “B” has already been earned may not earn quality points or credit hours, nor count as credits attempted.

**ATTENDANCE**

**Military Withdrawal**

Tuition refunds of 100% are granted to students who withdraw due to military service, provided they do not receive credit for the course (see below)

If a student receives federal financial aid and withdraws before they complete 60% of the term, a pro rata calculation will determine the amount of financial aid the student has earned. It is based on the amount of time the student was enrolled. This calculation is independent of any charges incurred at the University.

1. On recommendation of the Dean of the school, students who withdraw after the 5th week of the session because of official orders to active duty with the Armed Forces of the United States may be awarded credit in any course in which they have achieved a C or better up to the time of withdrawal. Instructors must certify that the student had achieved satisfactory accomplishment on the basis of previous work in the course by awarding an appropriate grade. Accomplishment of less than C should be entered on the permanent record as a withdrawal without prejudice (W).

2. Credit granted for a course under this policy should count toward graduation.

3. There should be no refund of tuition for courses for which credit has been granted. Refunds of courses not awarded credit should be on the same basis as complete withdrawals for military service.

4. The above recommendations are procedures for determining the awarding of credit and do not release the student from the usual withdrawal procedures.
Attendance and Participation, 1st Week

Online courses are not independent study courses. They involve a mixture of independent work outside the online course environment and presence within the course room. Authentic student engagement includes activities such as doing assigned readings, preparing and presenting quality assignments and participating substantively in online discussion. Logging into the online course alone does not demonstrate adequate engagement.

Attendance during the first week ensures you are on the right path to successfully completing your course and helps ensure that all students are assigned to groups with active participants to support quality group work. Participation in an online course is defined as the submission of a gradable assignment and/or discussion post about academic matters.

Students are required to attend, engage and participate in their online course(s) in an active and timely fashion. For each course, a student must submit their Week 1 assignments during the first 7 calendar days from the course start date.

Attendance by Day 7

By the end of the Day 7 (Eastern Standard Time) of each Course, a student must log into the Blackboard classroom to actively indicate his/her intention to participate in and complete that course. If by Day 7 the student has logged in and submitted an assignment and has not formally rescheduled his/her start date or withdrawn from the program the student will:

- Be considered as attending the course.
- Be obligated to pay for the course in full according to the payment plan.
- Be responsible for adhering to all University policies and course policies

No Attendance by Day 7

Starting on the first day of each course the Enrollment Advisor or Student Support Team will contact the student if the student has not yet logged in to the Blackboard classroom, and remind the student to do so. If the student does not log into the Blackboard classroom the end of Day 7 (Eastern Standard Time), the student will be removed from the current course and will no longer be able to attend class.

If a student is a new student and his/her Enrollment Advisor has been able to contact the student, the student will be encouraged to reschedule his/her start date so that the student is able to continue in the program.

If a student is a continuing student and the Student Support Team has been able to contact the student, the student will be encouraged to submit a withdrawal request with a return date to ensure he/she is not withdrawn from the program.

The Enrollment Deposit will remain on the student’s account and remains non-refundable. If the student has a tuition balance, it will be voided and reissued on the 1st day of the next course for which the student is registered.

Removed from Course Erroneously

If a student believes he/she has been removed from the course erroneously, the student should contact his/her Student Support Team to discuss options.

No Contact or Response by Day 7

A student will be designated as a non-starter, if a student has not logged into the Blackboard classroom by Day 7 and the Enrollment Advisor or Student Support Team has not been able to contact the student.

New/Reserved Students

If an Enrollment Advisor cannot reach the student, or does not receive response from the student by Day 7 of the term, the student will be placed into a non-starter status. If the Offer of Admission expires, the student will be required to reapply to the program.

Continuing Students

If a Student Support Team cannot reach or does not receive response from the student by Day 7 of the term, the student will be withdrawn from the program.

On-going Attendance

Students should continue to login and attend class every week. Students who do not demonstrate an adequate level of participation in their courses as indicated by course requirements, or fail to notify the University that they are no longer
attending may be administratively withdrawn. This may result in the requirement for the return of previously awarded federal financial aid. If the University is required to return federal student aid funds, the student will be required to pay any outstanding balance owed the University.

If a student receives federal financial aid and withdraws before they complete 60% of the term, a pro rata calculation will determine the amount of financial aid the student has earned. It is based on the amount of time the student was enrolled. This calculation is independent of any charges incurred at the University.

Student Change Requests

Reschedule Start Date, Student Initiated
A new student may reschedule his/her start date before or by the end of Day 7 (Eastern Standard Time) of the 1st Course. The student may reschedule the start date provided the Offer of Admission has not expired.

Students must submit their request in writing to their Enrollment Advisors and discuss the options and any financial and academic consequences.

Choosing to Remain in the Course
If after discussing with their Enrollment Advisor students decide to remain in the course, students’ Enrollment Advisors will confirm this verbal decision with the students formally, in writing via email, reiterating the financial and academic obligations. Students should reply to the email and confirm their wish to remain in the course. Otherwise, the original written request to reschedule will be honored.

Choosing to Reschedule
If after discussing with their Enrollment Advisors students decide to reschedule their start date, the Enrollment Advisors will process the formal request and:

- Students will be removed from any course currently enrolled.
- Students will be enrolled into the first course for the requested start date.
- Students may lose any associated tuition reductions (please see tuition reduction’s terms and conditions).

The Enrollment Advisor should confirm formally within 24 hours that the start date change has been completed.

The Enrollment Deposit will remain on the student’s account. If a student has received the 1st tuition invoice, it will be voided and reissued on the 1st day of the new start date. Any tuition paid beyond the enrollment deposit will be applied to the requested start date course.

Financial Obligations After Day 7
If a student does not contact his/her Enrollment Advisor and formally submit in writing his/her request to reschedule the start date by the end of Day 7, after Day 7 the student will be obligated to pay for the entire course.

Offer of Admission Expired
If a student’s Offer of Admissions has expired, he/she will not be able to reschedule the start date and must reapply to the Program.

Add a Course
Each active student should register 14 days before each term start into the appropriate course(s) according to the sequence and rules of the program. Any student requested changes will be implemented by 1 day before the course start to ensure proper section and group assignments. Students must contact their Student Support Team to discuss any changes or concerns about course registration.

Drop a Course
A student may drop a course only before or by the end of Day 7 (Eastern Standard Time) in order to avoid financial or academic (grading) consequences.

If a student is a new student, he/she must contact the Enrollment Advisor to discuss the need to drop a course and potentially reschedule the start date.
If the student is a continuing student he/she must contact the Student Support Team to discuss the need to drop a course and withdraw from the program.

If a student receives federal financial aid and withdraws before he/she completes 60% of the term, a pro rata calculation will determine the amount of financial aid the student has earned. It is based on the amount of time the student was enrolled. This calculation is independent of any charges incurred at the University.

Retaking the entire course
If a student is required to retake an entire failed course:

- The student will be re-registered for the failed course the next time it is offered or in the next session
- If the student has already been registered into the next course in the program sequence, the registration will be adjusted.
- The student will be billed the full course tuition.
- The student can receive Financial Aid to pay for the second course retake, but if the student fails and takes the course a THIRD time, Financial Aid will not be available and they must pay the course tuition.

Change of Program
Students may request to change from their current program to another online program at any time. The student must apply to the new program and provide information necessary for admission into that program. The student’s Enrollment Advisor or Student Support Team will work with the student and the admissions staff to determine if the student is qualified to apply for a new program. Please note that program changes will be implemented as per the University’s Online academic calendar.

If the student is still a new student (has not completed the 1st 7 days from the start date) the student should contact the Enrollment Advisor. If the student is a continuing student he/she should contact the Student Support Team to discuss all of the options and the new program admissions requirements.

Non-Standard Change of Program
If a student is eligible to change into a new program, he/she will be registered into the appropriate course and start the new program in the next available term. Approved completed courses will be transferred into the new program. Students will not be charged any additional fees to change to the new program and will not have to make another enrollment deposit.

If a student does not meet the admissions requirements, the student should continue to work with the Enrollment Advisor or Student Support Team on other options available.

Withdraw from Course but Not Program
If a student needs to withdraw from a course but does not wish to withdraw from the program, the student should contact the Student Support Team to discuss the academic and financial implications. The student should also review the academic calendar for important dates regarding withdrawal from a course and how the withdrawal will be reflected on the transcript.

If after discussions with the Student Support Team the student decides to withdraw from a course the deadlines for withdrawal, as they appear on the academic calendar, will apply. Additionally, if students withdraws from the course after the “last day to drop without a W” they will:

- Be required to pay for the course in full according to the payment plan.
- Receive a Withdrawn (W) grade for that course and, for this reason, will remain registered in that course until the course end date so the final grade can be posted to the student’s official record.

Withdraw from Program
If students are withdrawn from the program this means they are permanently suspended from continuing with their studies. Therefore, students will not be registered for future courses or have access to the online student community, the academic environment or other related program privileges.

If a student is considering withdrawing from the program, he/she should be aware of the financial and academic
consequences for doing so. There are different consequences for withdrawing before and after Day 7.

If a student receives federal financial aid and withdraws before he/she completes 60% of the term, a pro rata calculation will determine the amount of financial aid the student has earned. It is based on the amount of time the student was enrolled. This calculation is independent of any charges incurred at the University.

**Student-Initiated Withdraw from Program BEFORE Day 7**

Should a student wish to withdraw from the program before, or by the end of Day 7 (Eastern Standard Time) the student must contact the Enrollment Advisor in writing (via email) to make the request and discuss alternatives. If the student decides to withdraw from the program by end of Day 7 of the current course:

- The student will be removed from the course.
- The student will be refunded for the course in full if any payment made (minus the tuition pre-payment).
- The course will not appear on the student’s record.

A student’s Enrollment Advisor will submit the initial request as the effective program withdrawal date and should confirm formally within 24 hours that the student’s program withdrawal request has been completed.

The Enrollment Deposit remains non-refundable. If the student received a tuition invoice, it will be cancelled.

**Student-Initiated Withdraw from Program AFTER Day 7**

If the student would like to withdraw from the program after Day 7 (Eastern Standard Time) of the course start, he/she must contact the Student Support Team in writing (via email) to make the request and discuss alternatives. If the student decides to withdraw from the program:

- The student will be removed from any course currently enrolled.
- The student will receive a Withdrawal (W) on the student’s record.

The student’s Student Support Team will submit the student’s your initial request as the effective program withdrawal date, and the student should confirm formally within 24 hours that your program withdraw request has been completed. The enrollment deposit remains non-refundable.

**Administration-Initiated Withdraw from Program**

The student may be withdrawn from the program for academic progress issues, academic integrity, non-payment or other administrative issues. In this event, the student will receive formal notification that he/she will be withdrawn from the program.

The student will still be responsible for completing payment on any previously taken courses and will be subject to all billing, payment and collections policies.

**Withdraw from Institution**

If the student requested to withdraw from the program, he/she will be formally withdrawn from the Institution within 1-calendar year/365 days of the effective withdrawal date on record. Until this time, the student may still request to be reinstated to the program under certain circumstances.

If the student is withdrawn from the program he/she will be withdraw from the Institution immediately and may not be reinstated either to the program or Institution.

**Reinstatement to Program**

If a student has been withdrawn from the program, he/she may be reinstated to the program if:

- The student was not withdrawn from the program for academic progress or misconduct reasons.
- The student was not withdrawn from the Institution or is not in the process of being withdrawn from the Institution.
- The student has no unpaid tuition balance.
- The student has been withdrawn from the program for less than 1 calendar year (365 calendar days). If the student is withdrawn for more than 1 calendar year, he/she must reapply to the program.
Students should contact the Student Support Team to discuss the reinstatement process and requirements.

**Late Payments, Holds, Collections and Refunds**

**Late Payment Fees**
A payment is considered late if it has *not been paid by 1 day after* the payment due date. Late fees may be assessed to the student’s account.

**Financial Hold**
Students are expected to pay tuition on time. Paying on time ensures timely registration into subsequent courses so that a student can continue to advance toward completing the program. Students must pay for each course in full before they can continue on to the next course.

If a student is **15 or more days past due on 1 or more invoices**, he/she will be placed on Student Account/Financial Hold.

If a Student Account/Financial hold is placed, students:

- will be able to complete the current course
- will **not** be registered into future courses until all outstanding invoices have been paid.
- will **not** be able to receive transcripts or a diploma

**Placement on Student Account Hold**
Students will receive a reminder that payment is due as well as overdue. Students will also be notified once a Student Accounts Hold is placed on their account.

**Removal From Student Account Hold**
Once students have made their overdue payment, the Student Accounts Hold will be removed within 24 hours and students will be registered into the next course in the next available term.

**Third Party Collections**
The University utilizes third party collections services to collect on unpaid balances.

**Refund Schedule**
A student who withdraws or is withdrawn from the program may be entitled to a refund according to the rules outlined below.

**By or Before Day 7 (Week 1)**
If a student withdraws from the program **by, or before Day 7** (Eastern Standard Time) of a course, he/she will be refunded 100% of tuition paid for that course, excluding the enrollment deposit. If the student withdraws during the refund period and has not yet paid any tuition owed for that course, the Student Accounts Office will cancel the balance for that course.

**Day 8-14 (Week 2)**
If a student withdraws from the program **after Day 7, but not later than Day 14**, he/she will receive a **50% refund**.

**Day 15-49 (Week 3-Week 7)**
If a student withdraws from the program on or **after Day 15**, he/she will receive **no refund** and will be obligated to pay for the **entire course they are currently enrolled**.

The effective withdraw date is:

- If initiated by the student, it is the date the student formally requested to be withdrawn in writing via email.
- If initiated by the Administration, it is the date the administration formally entered/processed the withdrawal.

**Overpaid Tuition**
After students have withdrawn, if they paid more than what they owed on a course, they will be refunded the difference between what they paid and the amount due as determined by the refund schedule and effective withdraw
Refund Timeline and Methods

All refunds will be paid via the payment method paid and within 30 days of the effective withdrawal date on record.

<table>
<thead>
<tr>
<th>Day Formally Withdrawn from Program</th>
<th>Day 0-7 (Week 1)</th>
<th>Day 8-14 (Week 2)</th>
<th>Day 15-49 (Week 3-7)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Deposit</td>
<td>---</td>
<td>No refund</td>
<td></td>
</tr>
<tr>
<td>Tuition Refund (minus the enrollment deposit)</td>
<td>100% refund</td>
<td>50% refund</td>
<td>No refund</td>
</tr>
</tbody>
</table>

ETHICS, STUDENT RIGHTS AND RESPONSIBILITIES

Students agree to abide by the Graduate Student Honor Code.

The University of Miami expects all graduate students to adhere to the highest standards of ethics and academic integrity. All forms of academic fraud are strictly prohibited. These include, but are not limited to, plagiarism, cheating, collusion, falsification, violation of professional ethics, or misrepresentation of research data. Students certify that all work (whether an examination, dissertation, thesis, research paper, research project, form of creative expression, experimental data, or any other academic undertaking) submitted for evaluation, presentation, or publication meets these standards. Additionally, graduate students are expected to respect and appreciate the diversity of the community and to respect the rights of others, be they property, privacy, opinion, or expression. Students found to be in violation of these standards are subject to disciplinary actions by the student’s program and/or the Graduate School. All graduate students are bound by the rules and regulations of the University of Miami that apply to them. The Graduate Honor Code can be reviewed on the Dean of Students website.

DISCIPLINARY AND GRIEVANCE PROCEDURES FOR GRADUATE STUDENTS

Two types of procedures exist: Academic and Nonacademic. Procedures for handling disciplinary and grievance matters are handled by the Graduate Student Appeals Committee. Contact the Graduate School for details about the appeals process. The Graduate School expects an appeal to have gone through the program or department and then the School’s Academic Dean prior to its being heard by the Graduate School. The University Ombudsperson may also be consulted. For more information, please refer to the Academic Bulletin.

HONORS AND AWARDS

Award of Academic Merit

Students who obtain a 3.8 G.P.A. or better will receive an Award of Academic Merit from the Graduate School. The Award is posted on the transcript.

Who’s Who Among Students in American Universities and Colleges

The Graduate School solicits nominations for this award annually. Nominations are provided by Graduate Program Directors at the beginning of the spring term.

- Graduate Student Awards
- Graduate Student Organization Award
- GSA Executive Award
- Senate Award
- Academic Award
- Graduate Student Award

REQUIREMENTS FOR COMMENCEMENT
It is the responsibility of the student to apply for graduation through Canelink during the student's final term prior to the deadline for the next commencement ceremony.

Both the dates for commencement and the deadline to apply for graduation are published in the online academic calendar. Students who previously applied for graduation but did not receive the degree must repeat the application procedure. Deadlines for the commencement program are firm. Students will be degree candidates until they have been cleared by the Graduate School.

Participation in the commencement ceremony or the listing of a student's name in the commencement book in no way implies or ensures graduation. A student's graduation is contingent upon successful completion of the degree requirements and approval by the academic school or college.

Commencement ceremonies are held in May and December only. Those students completing degree requirements during the fall, spring, or summer sessions may, if they wish, participate in the graduation ceremonies of the previous or following May or December. Students receiving a Ph.D., D.M.A., D.N.P., D.P.T., or Ed.D. degree and plan to participate in the hooding ceremony and all master's students marching in the graduation ceremony must have the approval of the graduate advisor, director, or appropriate person in the department/school to participate in the ceremonies.

Participation in commencement for students in all graduate programs is contingent upon the following:

1. The student must have met the requirements for the program.
2. The student must have a minimum of 3.00 cumulative grade point average;
3. The student may not have any outstanding debt including, but not limited to, tuition, fines, and fees. Tuition for the last term of study must be paid in full by the beginning of the final term.

Clearance for Degree Conferral
For the Graduate School to clear a student for graduation:

1. All original documents (transcripts from previous degrees, GRE scores, etc.) must be on record in the Graduate School (except for MBA students).
2. The Admission to Candidacy form must have been completed by the program at least one term before graduation. The Graduate School does not require application to candidacy for master's, D.P.T., nor D.N.P. degrees.
3. The student must defend his/her thesis or dissertation (if applicable) no later than two weeks before the last day of class in the term he/she wishes to graduate.
4. The student must submit his/her final, Dissertation Editor-approved thesis or dissertation with all corrections completed and final paperwork turned in to the Graduate School by the last day of exams in the term he/she wishes to graduate for their clearance to be processed in time.

GRADUATE STUDENT ASSOCIATION (GSA)
The primary function of the GSA is to promote effective graduate student participation in University affairs. The GSA serves as a liaison between graduate students, faculty, and the administration. In addition, the GSA exists as a forum to support and improve the quality of the graduate student environment at the University of Miami. The University of Miami Graduate Student Association is an active member of the National Association of Graduate-Professional Students. All graduate students at the University of Miami are members of the GSA. Visit the GSA's website for more information.

GRADUATE COUNCIL
The mission of the Graduate Council is to promote graduate education, scholarship, and research; to support individuals, departments and programs in the pursuit of excellence; to foster innovative, multidisciplinary, and interdisciplinary activities and to maintain high ethical and academic standards in graduate studies.

STUDENT RESOURCES
Dean of Students Office
The mission of the Dean of Students Office is to foster the personal development of students by providing a range of programs and services that create an optimal learning and living environment. The Graduate Honor Code and the Student Rights and Responsibilities Handbook are two methods in which the University encourages ethical behavior.
in all its students. The Graduate Honor Council is a student organization which investigates violations of the Graduate Honor Code and decides appropriate action. The Dean of Students Office also oversees the University Chaplains Association, which consists of various campus ministries to serve the spiritual needs of students. For more information on these and other services offered by the Dean of Students Office, call (305) 284-5353 or visit www.miami.edu/dean-students.

**Career Development**

The Toppel Career Center assists undergraduate students, graduate students, and alumni in formulating their career plans and in pursuing internship opportunities.

It is the intent and desire of the University of Miami and the Toppel Career Center to provide equal employment opportunities for students and graduates regardless of race, color, national origin, religion, gender, sexual orientation, age or disabilities.

CaneZone is a management system where students can access internships, jobs, on-campus recruiting information, career programs, and companies/organizations attending Careers Expos and Fairs. Students can only access these additional online resources by activating and logging into their CaneZone account.

**Student Disability**

The Academic Resource Center (ARC) provides academic resources and support to ensure that students with documented disabilities are able to access and participate in the opportunities available at the University of Miami.

All students seeking accommodations for a disability must register with the ARC. Students should register as soon as possible so that the office has sufficient time to receive and review the necessary documentation and coordinate reasonable accommodations. To register, schedule an appointment with the ARC at (305) 284-2374 or e-mail disabilityservices@miami.edu.

Before a determination is made regarding a request for accommodations, the student must complete the proper forms and submit current, appropriate, and full documentation of the disability as required by ARC.

**IMPORTANT PHONE NUMBERS**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate School</td>
<td>(305) 284-4154</td>
<td></td>
</tr>
<tr>
<td>Office of Financial Assistance</td>
<td>(305) 284-5212</td>
<td><a href="mailto:ofas@miami.edu">ofas@miami.edu</a></td>
</tr>
<tr>
<td>Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online Enrollment Office</td>
<td>1-800-411-2290</td>
<td></td>
</tr>
<tr>
<td>Student Accounts</td>
<td>(305) 284-6430</td>
<td><a href="mailto:saccounts@miami.edu">saccounts@miami.edu</a></td>
</tr>
<tr>
<td>Office of the Registrar</td>
<td>(305) 284-2294</td>
<td></td>
</tr>
<tr>
<td>General Information</td>
<td>(305) 284-2211</td>
<td></td>
</tr>
</tbody>
</table>