

**Center for Professional Studies
and Continuing Education**

POLICIES AND PROCEDURES

2020-2021



**“Judo 1996 Olympics”
by Hiro Yamagata**

1 September 2020

America's Sports University®

1.800.223.2668

www.ussa.edu



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1. GENERAL POLICIES AND INFORMATION

1.1. Introduction

The Academy's Center for Professional Studies and Continuing Education (CPSCE) has developed an array of post-secondary, non-degree courses and programs to meet the professional development needs, on the latest practices in the profession, for those individuals working in the sports industry. These programs of study also incorporate the learning domains of recognized professional organizations and associations.

Students enrolling online in these Continuing Education courses enjoy the same flexibility and convenience as the Academy's degree-seeking students—students may register for courses any time and complete their work at their own pace over 16 weeks. This approach affords the students the opportunity of studying on their own schedule.

1.2. Communicating with the Academy

For information regarding Continuing Education programs, email continuinged@ussa.edu. The department's full contact information is as follows:

United States Sports Academy
One Academy Drive
Daphne, Alabama 36526-7055

Telephone: 251-626-3303

Email: continuinged@ussa.edu

Website: <https://ussa.edu/academics/continuing-education>

1.3. Regional Accreditation

The United States Sports Academy, hereinafter called “the Academy,” is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award baccalaureate, master's, and doctoral degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of the Academy.

1.4. Licensure or Certification Renewal

Teachers, coaches, and other professionals are often required to earn continuing education units (CEUs) for license or certification renewal, salary increases, and/or promotions. Requirements and specifications vary widely across states, districts, and institutions. The Academy is pleased to offer an extensive variety of continuing education courses that allow students to earn CEUs in a fully online environment. The individual is responsible for verifying with their governing body/employer/district/state Department of Education as to what will be accepted as continuing education credit.

1.5. Equal Opportunity Statement

The United States Sports Academy accepts students regardless of race, religion, gender, age, disability, or national origin.

1.6. License for Practice

In addition to individual continuing education courses, the Academy offers several certificate and certification programs. Certificate and certification programs offer proof of education only, and do not provide license for practice. All courses offered through the Academy's Center for Professional Studies & Continuing Education are post-secondary non-degree.

1.7. Mission Statement

The United States Sports Academy is an independent, non-profit, accredited, special mission sports university created to serve the nation and the world with programs in instruction, research, and service. The role of the Academy is to prepare men and women for careers in the profession of sports.

1.8. Honor Code for the Academy

By enrolling at the Academy, students join a global community of scholars who are committed to the pursuit of excellence in the instructional process. The Academy expects that all students will pursue their studies with integrity and honesty. Those students who choose not to do so are forewarned that academic integrity and honesty are taken seriously at the Academy. Any student caught in academic dishonesty—including but not limited to plagiarism and/or cheating—will be subject to disciplinary action which may include dismissal from the program and revocation of credential.

1.9. Special Provisions

Every effort has been made to include information in this manual that, at the time of printing, most accurately and pertinently reflects the policies and procedures of the Academy. The provisions of this manual do not constitute a contract between any student and the Academy.

Academy regulations and degree requirements are subject to revision during the effective period of this manual to reflect changes in policies, occupational and licensure requirements, or other factors related to the quality of the program. The manual that will govern a student's enrollment at the Academy will be the one in force on the date of the first enrollment in any course of the institution.

As a private institution, the Academy explicitly reserves the right to judge whether it is in the best interest of the institution that a student be allowed to continue affiliation and may, for reasons deemed sufficient by the Academy itself, discontinue affiliation. By registering, the

student concedes to the Academy the right to require withdrawal whenever the Academy deems withdrawal necessary.

1.10. Alumni Status for Students

All Academy students are considered alumni upon successful completion of one course. With this in mind, even those enrolled for the first time in Continuing Education programs, are members of the Academy's Alumni Association. This means that every Academy student can network with other alumni to exchange professional or career advancement information or for communication between people with common ground – in this case, the Academy.

2. ACADEMIC CALENDAR

2020	FALL – September, October, November, December 2020
1 September	First Day of Fall Semester
7 September	Labor Day Holiday
25-27 November	Thanksgiving Holiday
25 December	Christmas Holiday
31 December	Last Day of Fall Semester
2021	SPRING – January, February, March, April 2021
1 January	New Years' Day Holiday
2 January	First Day of Spring Semester
18 January	Martin Luther King Holiday
16 February	Mardi Gras Holiday
30 April	Last Day of Spring Semester
2021	SUMMER – May, June, July, August 2021
1 May	First Day of Summer Semester
25 May	Memorial Day Holiday
4 July	American Independence Day Holiday
31 August	Last Day of Summer Semester

3. REGULATIONS, POLICIES, AND PROCEDURES

Each student is responsible for knowing and complying with the regulations, policies, and procedures stipulated in this manual.

3.1. General Enrollment

Continuing Education courses and programs are open to anyone 16 years of age or older regardless of educational level or background. All courses are online. Students have 16 weeks in which to complete a course (one week is included for shipping and handling of course materials). There are no course extensions. Since the Academy has “rolling enrollment” students may register for a course at any time; for assistance, contact the Center for Professional Studies and Continuing Education at 800-223-2668 or continuinged@ussa.edu. Textbooks and shipping & handling charges are additional costs and are the responsibility of the student. **(PLEASE NOTE:**

The Academy is making the transition from hardcover textbooks to e-books; hardcover texts for some courses may no longer be available.)

3.2. Academic Integrity

Continuing education courses are self-guided, self-paced, and require only one graded assignment: a final exam (the grade for which determines the student's grade for the course itself). While there are very few opportunities for academic dishonesty in continuing education courses due to the limited assignments, students are nonetheless expected to adhere to expectations of academic integrity at all times.

Violations of academic integrity relative to continuing education coursework include:

- Copying another student's answers during the final exam
- Having someone else take the final exam for you
- Making copies of the final exam to distribute to others

3.3. Continuing Education Clock Hours and Units (CEUs)

Continuing education units are often referred to as CEUs. CEUs are awarded upon successful completion of a single continuing education course (with a grade of 70% or higher). One (1) CEU is awarded for every ten (10) clock hours of course work. Unless otherwise noted, all courses offered are based upon an estimated forty (40) clock hours of course work, or four (4) CEUs. Student records of CEUs are kept on file in Student Services. Requests for transcripts can be made by submitting a written request or by placing an order through the National Student Clearinghouse. There is a \$10 charge for each transcript, plus any applicable processing fees. Instructions and information about all order options can be found at <https://ussa.edu/alumni/transcripts>.

3.4. Policies & Procedures Coverage and Change

The Academy reserves the right to change any policies, procedures, or regulations as deemed necessary by the Academy. By registering for a course, the student acknowledges this right.

3.5. Grading Policies and Procedures

Most courses offered through the Center for Professional Studies and Continuing Education include a syllabus that defines the academic requirements and grading policies. For continuing education courses offered fully online, the student has a total course time of 16 weeks: 15 weeks of actual course time, plus one week built in up front to allow the Academy to process the registration and assist the student with accessing their course for the first time, and to allow time for the student to order any necessary textbooks.

In certain circumstances, such as study-by-cohort groups, the time allotted to complete a course may vary. Students in such groups will be advised accordingly.

Students may complete a continuing education course at any point during their 16-week timeframe by taking the final exam for the course. For continuing education courses, the final

grade for a course is determined solely by the grade earned on the final exam. The grading scale is as follows:

A+	98-100
A	93-97
A-	90-92
B+	87-89
B	86-86
B-	80-82
C+	77-79
C	73-76
C-	70-72
D+	67-69
D	63-66
D-	60-62
F	59 or below
F	No attempt made

3.6. Refunds for Continuing Education Courses

Continuing education students may request a full refund if they do so within 10 calendar days from the date of their course registration. Students that have been enrolled for 11 calendar days or more may request a refund of 50% of the purchase price of the course. To receive any refund—full or partial—students must submit a written refund request form to continuinged@ussa.edu, and must not have accessed and/or completed the final exam for any course for which a refund has been requested. If the final exam has been accessed and/or completed, no refund will be granted.

3.7. Course Retake Policy

A student may repeat a course for any reason (e.g., to improve the grade earned). To repeat a course, the student must re-register and pay the course fee.

3.8. Course Overlap Policy

A student may request that continuing education courses taken towards a certificate program be counted towards a certification program in the same subject area with the same (overlapping) courses instead of retaking those courses. The following conditions must be met:

- The courses must match across both programs
- The student must have scored 70% or higher to have the course approved towards a second program (overlap)

- The course must have been taken within the last 365 days

The course overlap form, located in the addenda of this manual, should be completed and returned to continuinged@ussa.edu. Upon approval of the course overlap, the student will be charged a \$50 overlap fee.

Please note: The Academy continually updates the curricula and course content may change. Students are responsible for the completion of the courses in effect at the time.

3.9. Substitution of Previously Earned Academic Credit

Degree program courses may be substituted for Continuing Education courses with departmental approval. Students desiring CEUs, and who have completed equivalent course work or greater at the undergraduate, graduate level may qualify for substitution of credit. (CEUs may not be substituted for degree program credit.) The time limit between taking a course at another institution and applying for a course substitution is five (5) years. Courses for substitution must be similar in content and expected learning outcomes and must have been taken from an accredited institution. Students must also have earned a letter grade of C- or better. Students must submit a Request for Course Substitution form (<https://ussa.edu/assets/forms/ce-course-substitution.pdf>) to continuinged@ussa.edu, with an attached copy of the course description and syllabus. An official transcript must also be provided. Students are required to remit a \$150 administrative processing fee per course once the course substitution has been approved.

3.10. Examinations

Continuing Education examinations are open book. The examination may only be accessed once, and the student has unlimited time to complete it.

3.11. End-of-Course Surveys

Student feedback is important to the success of the Academy's program, and end of course surveys are utilized to give students an anonymous, post-course evaluation system. Evaluation results are shared with academic administration.

3.12. Complaint Procedure

If a student has a complaint about which they would like personal follow up (vs. general feedback provided through the course survey), they may complete the course overlap form, located in the addenda of this manual and at <https://ussa.edu/academics/continuing-education/> under "Important Forms".

The Academy recommends that students first make an effort to contact the department, as many times issues can be resolved easily. If the issue is not resolved, and/or the student has a complaint about the course content or about the customer service received, the completed complaint form should be returned to continuinged@ussa.edu.

3.13. Accounts Receivable from Students

Students owing money to the Academy will be assessed an interest charge of 1% per month on outstanding balances that are not settled within 30 days.

An invoice will be sent monthly to each student with an account receivable under this policy. If no payment is received and no arrangements have been made for payment of the account within 60 days after the invoice is sent, the student will be informed that the account will be turned over for collection. If after this warning the student fails to respond within a further 60 days, the account will be referred to a collection agency.

3.14. Holds on Student Records

An administrative hold may be placed on a student's record for checks written on insufficient funds, library fines, unreturned library materials, outstanding financial balances on the student's account, or defaults on a student's financial aid loan-package. The Chief Operating Officer, Chief Academic Officer, the Registrar, or a Senior Administrator may place a business hold on a student's file

A student who has an administrative hold is prevented from receiving student grade reports or student transcripts. Additionally, the student will be prevented from registering for additional course work until conditions have been cleared with the Academy.

3.15. Students with Disabilities

The Americans with Disabilities Act (ADA) provides federal civil rights protection to people who are considered disabled. Compliance with the Americans with Disabilities Act is a priority of the Academy. To ensure institutional compliance, the institution administration has appointed the Registrar to oversee compliance with the Americans with Disabilities Act, and has provided assistance from the Chief Academic Officer as well as the Dean of Student Services to assist the ADA Coordinator in the functions in preparation of the evaluation and implementation of a plan of compliance.

Questions or concerns regarding this Act should be directed to the Registrar, United States Sports Academy, One Academy Drive, Daphne, Alabama 36526.

Providing Services for Students with Disabilities

Services and reasonable accommodations are provided pursuant to Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. The Academy is committed to working with individuals with disabilities. It is the goal of the Academy to ensure that students with disabilities have the programmatic and architectural accesses needed for integration into Distance Learning Life.

All applicants must meet the academic and technical standards requisite for admission. The Academy will not reduce standards in the grading and/or evaluation of students. Academic requirements that are determined to be essential or fundamental will not be modified.

The Academy strives to eliminate barriers to learning or participation in other institutional activities, and provides the following services for students and faculty:

- Screening of disability documentation
- Determination of appropriate accommodations

- Communication with faculty and/or staff regarding student needs

Providing reasonable accommodations for students with disabilities requires an individual assessment of need and is a problem solving process. Specific accommodations depend upon the nature and requirements of a particular course or activity and the skills and functional abilities of a particular student. Appropriate accommodations may include:

- Extended time given to complete exams
- Change in test format
- Priority registration
- Use of “spell check”
- Extra time allowed for assignments
- Alternative evaluation methods

Students with disabilities are responsible for informing the Academy about the disability and the need for reasonable accommodation. This should be done prior to or upon enrollment. Students must furnish adequate documentation of their disabilities from medical or other appropriate professionals in order to substantiate the need for services.

Criteria for Disability Documentation

The Rehabilitation Act of 1973 (Section 504) and the Americans with Disabilities Act of 1990 states the qualified students with disabilities who meet the technical and academic standards at the Academy are entitled to reasonable accommodations. Under these laws, a disability is defined as any physical or mental impairment which substantially limits a major life activity, a history of such impairment, or the perception of such impairment. The Academy does NOT provide disability documentation for students. It is the student’s responsibility to provide appropriate documentation to the Registrar and to request accommodations. Appropriate documentation is defined as that which meets the following criteria:

Psychological Disorder

A letter or report from a mental health professional (psychologist, neuropsychologist, licensed professional counselor), including:

1. Clearly stated diagnosis
2. Defined levels of functioning and any limitations
3. Current treatment and medication
4. Current letter/report (within 1 year), dated and signed

Traumatic Brain Injury (TBI)

A comprehensive evaluation report by a rehabilitation counselor, speech-language pathologist, orthopedic specialist, and/or neuropsychologist (or other specialist as appropriate), including:

1. Assessment of cognitive abilities, including processing speed and memory
2. Analysis of educational achievement skills and limitations (reading comprehension, written language, spelling, and mathematical abilities)
3. Defined levels of functioning and limitations in all affected areas (communication, vision, hearing, mobility, psychological, seizures, etc.)
4. Current treatment and medication
5. Current letter/report (post-rehabilitation and within 1 year), dated and signed

Learning Disabilities (LD)

A comprehensive evaluation report from a clinical psychologist, psychiatrist, neuropsychologist, school psychologist, learning disability specialist, or diagnostician, including:

1. Clear statement of presenting problem diagnostic interview
2. Educational history documenting the impact of the learning disability
3. Alternative explanations and diagnoses are ruled out
4. Clearly stated diagnosis of a learning disability based upon DSM-IV criteria
5. Defined levels of functioning and any limitations, supported by evaluation data
6. Current report (within 3 years of enrollment date), dated and signed

Attention Deficit Disorder (ADD) or Attention Deficit Hyperactivity Disorder (ADHD)

A comprehensive evaluation report from a physician, psychiatrist, clinical psychologist, neurologist, or neuropsychologist, including:

1. Clear statement of presenting problem diagnostic interview
2. Evidence of early and current impairment in at least two different environments (comprehensive history)
3. Alternative explanations and diagnoses are ruled out
4. Relevant test data with standard scores are provided to support conclusions
5. Clearly stated diagnosis of ADD or ADHD based upon DSM-IV Criteria
6. Defined levels of functioning and any limitations supported by evaluation data
7. Current report (within 3 years of enrollment date), dated and signed

Students with Military Obligations

The mobilization and call to active duty of reservists and National Guard members and the deployment of active duty military personnel create special limitations. Students of the Academy who are Reservists or members of the National Guard ordered to active duty or active-duty military personnel ordered to deploy abroad will have the option of:

1. Receiving an administrative extension. Under this option, students will be able to continue their courses upon release from active duty or deployment, provided they are able to resume work in the course within three months from the date work was suspended. In the event that study does not resume within three months, students will be required to start over at the beginning of the course, though they will not be assessed any tuition or fees for doing so.
2. Withdrawing from the course of study without penalties.

Students requesting an administrative extension or withdrawal will be required to provide copies of official orders indicating return to active-duty or deployment.

4. STUDENT CONDUCT

4.1. General Student Conduct

Enrollment at the Academy is entrance into an academic community. As such, students voluntarily assume obligations of performance and behavior expected by the Academy. Disciplinary procedures are authorized and administered to prevent obstruction of the mission, processes, and structure of the Academy.

Students attending the Academy are accepted as responsible adults working with faculty colleagues in pursuit of knowledge. Since freedom must be balanced by individual responsibility and respect for the rights, responsibilities, and freedom of others, students are held accountable for their own decisions and actions. The Academy considers unacceptable behavior to be actions that jeopardize the rights and freedom of others or adversely affect the integrity of the Academy. The Academy prohibits threats of physical harm to any member of the institution community. Such actions may result in discipline ranging from probation to dismissal.

The Academy reserves the right to deny admission or continued attendance to a student whose actions are contrary to the policies and procedures of the Academy. As an independent institution, the Academy explicitly reserves the right to judge whether it is in the best interest of the institution that a student be allowed to continue affiliation and may, for reasons deemed sufficient by the Academy itself, discontinue affiliation. By registering, the student concedes to the Academy the right to require withdrawal whenever the Academy deems withdrawal necessary. The provisions of this manual do not constitute a contract, expressed or implied, between any applicant, student or faculty member, and the Academy. This manual reflects the general nature of and conditions concerning the educational services of the Academy effective at the time of preparation.

In the event that an offense is serious enough to warrant disciplinary action, the following seven steps will be taken to ensure that all due process requirements are met:

1. The Chief Academic Officer will notify the student in writing of the specific infraction. The notification will include the nature of the infraction and the policy or rule violated. The notice will state the date, time and place of a hearing on the charges and the option for the student to waive the right of a hearing and have an informal conference with the Chief Academic Officer or designee for disposition of the matter.
2. The student may waive, in writing, the right to a hearing and may have an informal conference with the Chief Academic Officer for disposition of the matter. Once waived, the outcome of the informal conference will be binding on all parties concerned.
3. Normally, seven to 10 days will be given for the student to prepare for the hearing, depending on the seriousness of the offense. When necessary, the student may attend the hearing by electronic means where he or she can speak and be heard. In all cases, all validated documentation to be considered by the committee must be available at the Academy at least two working days prior to the hearing.
4. The hearing will be held before the platform subcommittee of the Academic Committee. Although the hearing is not intended to be an adversarial forum, the student may have an attorney present who may advise the student but not directly address the hearing panel. The principles of privilege against self-incrimination do not apply. Testimony given by a student in a school disciplinary hearing can later be used in legal proceedings.

5. The Academy recognizes and processes student misconduct using "Preponderance of Evidence." "Preponderance of Evidence" means that this evidence as a whole shows that the fact sought to be proved is more probable than not. This is the standard used in adjudicating all disciplinary cases within Academy policy.
6. The panel will provide a recommendation to the Chief Academic Officer within five working days from the conclusion of the hearing. The Chief Academic Officer will review the recommendation of the panel and render a decision within five working days. That decision can be to ratify the decision and recommendation of the panel or to require a new hearing, which would be conducted by the Academic Committee of the Whole. The student will be notified in writing of this decision. The process for a hearing will be repeated in cases for which the entire Academic Committee reviews the recommendation.
7. The Chief Academic Officer will notify the student of the final disposition of the matter within five working days of rendering a final decision.

4.2. Online Student Security

All students are responsible for security with respect to their user IDs, passwords, and any activities utilizing the various Academy computer resources.

Continuing Education students who need to reset their password must call the Center for Professional Studies and Continuing Education (251-626-3303). They will be asked to verify personal information prior to having the password reset. Verification will only be conducted by employees of the Center for Professional Studies and Continuing Education.

4.3. Threatening Behavior by Students

The Academy seeks to promote a safe environment in which students and employees may participate in the educational process without compromising their health, safety, or welfare. The Student Conduct Policy prohibits any actions that jeopardize the rights and freedoms of others or adversely affect the integrity of the Academy. Threatening behavior can harm and disrupt the Academy, its community and its families.

4.4. Prohibited Behavior

Threatening behavior is prohibited, whether perpetrated online or in person. "Threatening behavior" means any statement, communication, conduct or gesture, including those in written form, directed toward any member of the Academy community that causes a reasonable apprehension of physical harm to a person or property. A student can be guilty of threatening behavior even if the person who is the object of the threat does not observe or receive it, so long as a reasonable person would interpret the maker's statement, communication, conduct or gesture as a serious expression of intent to physically harm.

By attending a fully online course or program, Academy students are unlikely to be in close physical proximity to each other during educational activities; as such, the potential for

physically threatening interactions with other students or with Academy personnel is minimal. Still, the Academy has developed reporting procedures in the event that a student experiences or is witness to a threat of any kind (physical or online) associated with the Academy.

4.5. Procedures for Mandatory Reporting of Threatening Behavior

If threatened by any student's conduct (or the conduct of Academy faculty or staff) to the point of reasonable fear of immediate **physical harm** to self, others, or property:

1. Leave the area immediately.
2. Call the police by dialing 911; request that an officer come to the location. Inform the police if it is a repeat occurrence.
3. Anyone who observes what appears to be threatening behavior by a student or directed towards a student must report it to the Dean of Student Services.
4. Academy employees who observe what appears to be threatening behavior by, or directed towards, a student must also report it to their supervisor or department head, who should then report it to the Dean of Student Services.

If threatened by **online behavior** of a student or of an Academy employee:

1. Keep a record of the threatening behavior if applicable/possible (for example: if a student received a threatening email from a student or Academy personnel, the student should keep the email until the threat has been reported and documented by the Academy).
2. Report the threat to the Dean of Student Services.
3. Academy employees who observe what appears to be threatening behavior by a student must also report it to their supervisor or department head, who should then report it to the Dean of Student Services.

4.6. Disciplinary Process

In addition to any law enforcement action, the Dean of Student Services (or designee) will investigate complaints against students and will keep records of such complaints and investigations in accordance with the Student Conduct policy of this manual. Such records are subject to the Family Educational Rights and Privacy Act (FERPA) and may be shared with faculty and other Academy officials who have a legitimate educational interest, and those persons who need to know in a health or safety emergency, including any person who was the object of the threat.

The person observing a threat or being threatened by a student is to notify the Dean of Student Services. This will initiate the Student Conduct Inquiry regarding the student who is charged with exhibiting threatening behavior. Within 24 hours, the Dean of Student Services (or designee) will email the person who submitted the information. The Dean of Student Services will communicate the progress of the investigation within five calendar days to the person who was the object of the threat.

The Student Disciplinary Procedures shall govern all proceedings involving such complaints. The Dean of Student Services may suspend the student for an interim period prior to the resolution of the disciplinary proceeding if the Dean determines that the continued presence of the student poses a threat to any individual, property, or Academy function. Sanctions, as appropriate, may be imposed in accordance with the Student Code of Conduct, up to and including suspension or dismissal from the Academy.

5. STUDENT RIGHTS

5.1. Student Rights

The Academy follows the provisions of the *Family Educational Rights and Privacy Act of 1974* (Buckley Amendment). In compliance therewith, a copy of the Act can be accessed through the web at www.ed.gov/policy/gen/guid/fpco/ferpa/index.html. Under pertinent provisions of the Act, the items listed below are designated as “Directory Information” and may be released for any purpose at the discretion of the Academy, unless the student exercises the right to withhold the disclosure of any or all of the categories of “Directory Information.”

- Category I: Name, address, telephone number, dates of attendance, and class;
- Category II: Previous institution(s) attended, major field of study, awards, honors, and degree(s) conferred; and
- Category III: Past and present participation in officially recognized sports and activities, physical factors (such as height and weight of athlete), date and place of birth.

Unless a signed form is received in the Division of Student Services stating that the above information may not be released, it will be assumed that the information may be disclosed.

5.2. Student Records and Disclosure

Continuing education students at the Academy are guaranteed the following rights in regard to their academic records:

- Students have the right to review their academic records and to challenge any information believed to be inaccurate or misleading. The institution requires that a staff member be present during each student’s review.
- Students have the right to acquire transcripts of their academic records from the Academy. Transcripts can be issued directly to the student (and will be labeled *Issued to Student*) or can be sent from the Academy to a specified recipient other than the student, such as an education institution or employer. All applicable fees must be paid before transcripts will be issued.
- Transcripts will not be issued to students who have any unmet financial obligations to the Academy; such obligations must be resolved before transcripts will be released. However, students cannot be denied the right to inspect and review their records.

- The Academy requires students to submit a signed request for transcripts. Other requests, such as proof of course registration/purchase, can be submitted in writing to registrar@ussa.edu.
- The Academy does not provide students with copies of original or source documents available elsewhere such as transcripts from other institutions or scores for the Graduate Record Examination (GRE), Miller Analogies Test (MAT), Graduate Management Aptitude Test (GMAT), or Test of English as a Foreign Language (TOEFL).
- A student identification number will be assigned to each student for tracking purposes.
- The faculty will store paper-based documents submitted by students for one year. The Academy will electronically store coursework in the online LMS for four semesters; after four semesters it will then be inaccessible.

5.3. Official Transcripts

Students requiring official academic transcripts for continuing education coursework can order them by completing a written request form, or by submitting an online Order through the National Student Clearinghouse. Instructions and information for both options can be found at <https://ussa.edu/alumni/transcripts>. At the time of this publication, transcripts are \$10 per copy, plus any applicable processing fees. The Academy reserves the right to change its transcript pricing without notice.

5.4. Title IX Policy

The Academy is committed to maintaining an academic climate in which individuals of the Academy's community have access to an opportunity to benefit fully from the Institution's programs and activities. When students experience acts of sexual misconduct, their sense of safety and trust is violated. This can significantly interfere with their lives, including their educational goals. This policy has been developed to proactively create a campus environment in which incidents of sexual misconduct can be promptly and effectively responded to without further victimization, retaliation, and with possible remediation of its effects

5.4.1. Non-Discrimination Statement

The Academy accepts students and employees regardless of race, color, sex, national origin, religion, age, disability or genetic information.

The Academy does not discriminate on the basis of sex in its education programs or any activities it conducts, and it is required by Title IX not to discriminate in such a manner. Any questions regarding Title IX may be referred to the Academy's Title IX Coordinator or to the U.S. Department of Education's Office for Civil Rights (OCR).

Title IX Coordinator for the Academy:

Phone: 251-626-3303

Email: titleIX@ussa.edu

Mailing Address: One Academy Drive, Daphne, AL 36526

Note: For the specific name, title, office number and phone extension of the Title IX Coordinator, please see the Academy website at www.usa.edu.

Title IX protects students, employees, applicants for admission and employment, and other persons from all forms of sex discrimination, including discrimination based on sexual orientation, gender identity, or failure to conform to stereotypical notions of masculinity or femininity. Sex discrimination harassment, assault, and violence are forms of prohibited discrimination under Title IX. The Academy expressly prohibits the offenses covered under this policy.

5.4.2. Sexual Harassment as Defined by Title IX

On May 6, 2020, the U.S. Department of Education (ED) unveiled a Final Rule changing how colleges and universities must handle allegations of sexual assault and harassment under Title IX of the Education Amendments of 1972, effective as of August 14, 2020. Under the Final Rule, Title IX regulations recognize that sexual harassment, including sexual assault, is unlawful sex discrimination. The Academy will follow the requirements of the Title IX Final Rule regarding sexual discrimination and harassment, furthermore, sexual harassment is prohibited by the Academy.

Under the Title IX Final Rule, sexual harassment claims on the basis of sex must meet one of the following three conditions to qualify for a formal Title IX complaint:

- An employee of the recipient (the Academy) conditioning the provision of an aid, benefit, or service of the recipient on an individual's participation in unwelcome sexual conduct (often called "quid pro quo" harassment);
 - Unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to the school's education program or activity (often called "hostile environment"); or
 - Sexual assault, dating violence, domestic violence, or stalking (as those offenses are defined in the Clery Act, 20 U.S.C. § 1092(f), and the Violence Against Women Act, 34 U.S.C. § 12291(a)), expressly including sexual assault, dating violence, domestic violence and stalking.
- In addition, the following two conditions must also be met:
- The conduct must occur within the context of an "Educational Program or Activity" for which the Academy exercises control over the Respondent.
 - The conduct must occur within the United States.

Sexual harassment may occur in student to student, employee to student, student to employee, or employee to employee relationships.

Mandatory dismissal of a reported grievance is required if reported allegations by the complainant do not meet the Title IX definition. However, dismissal does not preclude action under other Academy policies and processes outlined in the Student Conduct Policy and the Employee Handbook.

5.4.3. Title IX Sexual Harassment Grievance Reporting and Formal Complaint Filing

Who may report a grievance?

- A sexual harassment grievance may be reported by anyone to an Academy Responsible Party with the authority to take corrective action on the part of the Academy. Reports may be provided via the ussa.edu website, email, telephone, written notice or in person.
- The Responsible Parties who can receive actual knowledge of a grievance for the Academy are:
 - Title IX Coordinator
 - President & CEO
 - Provost
 - Director of Administration and Finance
 - Human Resources Coordinator
 - Registrar

According to the Code of Alabama, essentially everyone working in higher education is considered a mandatory reporter. Therefore, all Academy employees are considered mandatory reporters and as such must immediately report to a duly constituted authority (the local chief of police (251) 621-9100 or the Alabama Department of Human Resources local office (251) 947-8340) if he or she observes any form of child abuse. Child abuse reports in Alabama are taken up to the 19th birthday. Child abuse incidents must also be reported to one of the Responsible Parties as defined above.

- Although anyone may report a sexual harassment grievance, the Academy must have a signed, Formal Complaint to proceed with the grievance procedure. The Formal Complaint must be signed by the Complainant. (Please note that a Formal Complaint may be signed by the Title IX Coordinator for limited reasons, such as an overall safety concern for the Academy community.)
- Upon receipt of a reported grievance, The Title IX Coordinator will promptly reach out to the Complainant, or whomever submitted the report, and gather further information.
- The Complainant will be offered supportive measures when a grievance report is received, whether or not a Formal Complaint is filed. It is the Complainant's choice to accept or not accept any supportive measures offered. Supportive measures are designed to restore or preserve access to the institution's education program or activity without unreasonably burdening the other party, protect the safety of all parties and the school's educational environment, and deter sexual harassment. These measures are offered at no charge. Supportive measures may include but are not limited to:

- Consultation with the Department of Public Safety or local police agency as appropriate.
- Assistance identifying additional resources and support services.
- Mutual “No Contact” orders.
- Transferring to another course section.
- Rescheduling academic assignments or tests.
- Providing additional time to complete assignment(s) or course(s).
- Accessing academic support, such as tutoring.
- Arranging for incompletes, a leave of absence, or withdrawal from course(s).
- Preserving eligibility for academic or other scholarships, financial aid, internships.
- Arranging for alternative Academy employment arrangements and/or changing work schedules.

The Academy may also assist with obtaining counseling services or other services, however, as the Academy does not offer such services on campus they are not covered by the Academy.

- If the reported allegations by the Complainant do not meet the Title IX definition of sexual harassment, the grievance reported will be dismissed as regards to Title IX. However, the grievance can be referred to and pursued based on other Academy policies and processes outlined in the Student Conduct Policy and the Employee Handbook.
- The Complainant will be provided the opportunity to submit a Formal Complaint by the Title IX Coordinator. The Title IX Coordinator will explain how to file the Formal Complaint and the will also review the grievance process.
- Once a Formal Complaint has been filed with the Title IX Coordinator, a written notice will be provided to both the Complainant and the Respondent, and will include information on whether an informal resolution is an available option.
- The Respondent will receive the written notice with sufficient time to prepare before an initial interview or meeting. Specific information must be contained in the notice including the identities of the parties involved and the conduct allegedly constituting the sexual offense, including date/time/location of the alleged event. Written notice must also state that the Respondent is presumed not responsible, may have an Advisor, and may inspect and review any evidence that is collected.
- The Respondent will be offered supportive measures which will be non-disciplinary in nature. It is the Respondent’s choice whether to accept or not accept any supportive measures offered, other than a mutual “No Contact” order, or the interim actions of emergency removal or administrative leave.
 - Emergency Removal – A student may be removed from an education program or activity if the institution conducts an individualized safety and risk analysis, determines there is an imminent physical threat of health and safety to a person which

arises from the sexual harassment allegation. The Respondent must be provided with a notice and an opportunity to challenge the decision immediately following removal.

- Administrative Leave – If the Respondent is an employee, they may be placed on Administrative Leave. Details concerning Administrative Leave can be found in Policy 5410.9 as set out in the Academy Administrative Manual.
- Except for allegations that an employee harassed a student, an informal resolution process is allowed. Both parties must agree in writing to informal resolution and either party may withdraw from the informal process and resume the grievance process. If applicable, both parties will be asked by the Title IX Coordinator if they would like to pursue an informal resolution process. If the Formal Complaint is not resolved through informal resolution, a live hearing is required.

5.4.4. Title IX Grievance Procedure

Standard of Evidence and Impartiality

The evidentiary standard used for the Title IX Grievance Procedure and any alleged sexual misconduct incident is that of Clear and Convincing evidence, meaning that the evidence presented must be highly and substantially more probable to be true than not. All steps of the grievance procedure will be conducted with impartiality and the Respondent will be deemed not responsible unless proven to be responsible based on the evidentiary standard of this policy.

Right to an Advisor

The Complainant and the Respondent must be assigned an Advisor and may have an Advisor of their choosing. The institution may provide a pool of Advisors from which to choose, however, the parties may decide to choose someone outside of this pool. If desired, a lawyer may be selected to serve as the Advisor. Advisors will perform the cross examination function at the Hearing stage of the grievance procedure.

Investigation

Upon receipt of a signed Formal Complaint, the Institution's assigned Title IX investigator(s) will begin the investigative process to gather facts regarding the Complaint. The required ADA accommodations will be provided during the grievance procedure to Complainants and Respondents with the appropriate ADA documentation. Requests for accommodation will be made to the Title IX Coordinator.

The role of the Investigator(s) is to collect facts, including inculpatory and exculpatory facts, regarding the alleged incident described in the signed Formal Complaint. It is not the role of the Investigator to report findings or recommendations. Both the Complainant and the Respondent have the opportunity to present evidence to the Investigator, provide names of witnesses, and any other information for investigative consideration. The Complainant and the Respondent will have access to the process during the grievance procedure and the institution will not restrict either

party from discussing the allegations under investigation or from gathering and presenting relevant evidence to the Investigator.

Both parties will be given an equal opportunity to inspect evidence. After investigating, the Investigator will provide a Preliminary Report of the gathered facts to both parties and their Advisors. The parties have ten (10) business days to review the Preliminary Report and to respond to the Investigator regarding any inaccuracies or to point out any other information or persons that need to be included in the investigation. After follow-up and completion of the report, the Investigator will provide the Final Report to both parties, their Advisors, and the Decision Maker(s). A live Hearing will be scheduled within ten (10) business days of distribution of the Final Report to the parties.

Decision Maker Role

The institution will designate a Decision Maker, or Board of Decision Makers. The Decision Maker(s) will determine the relevant evidence for the hearing, the relevancy of questions proposed to be asked during the hearing, and will ultimately determine if a Title IX policy violation has occurred.

Live Hearing

The live hearing provides an opportunity to test the credibility of parties and witnesses through cross-examination conducted by Advisors (but not the parties personally). The live hearing can be conducted either in person or remotely. The hearing must be recorded with the recording available to the parties for inspection and review.

The parties must attend the live hearing. If a party does not attend, any statements from the party regarding the complaint that were developed during the investigation cannot be used as evidence in the hearing.

All questions asked during the live hearing must be approved by the Decision Maker as being relevant to the hearing, including follow-up questions that may arise during the hearing. All questions will be asked by the Advisors.

After the conclusion of the hearing, the Decision-Maker(s) must issue a Written Determination with specific information, including the rationale for the findings and conclusion regarding each allegation. Appeal procedures must also be contained within the written determination.

Appeal Process

An appeal must be allowed for any material procedural irregularity, new evidence, or conflict of interest/bias. A request for an appeal must be made to the Title IX Coordinator within ten (10) business days from the distribution of the live hearing Written Determination. The appeal must be conducted within 30 days of receipt of a request for an appeal. The Complainant and Respondent have equal access to appeal. An Appellate Decision Maker(s) will be assigned for

the appeal process. Following the appeal, a Written Outcome with the rationale for the findings will be provided to both parties. The decision made by the Appellate Decision Maker(s) is final.

Sanctions and Remedies

If the Respondent is found to be responsible, sanctions and remedies will be determined. No sanctions or remedies will be imposed without a finding of responsibility.

Training

Title IX Coordinators, investigators, advisors, and decision-makers, receive training on an annual basis on the Title IX definition of sexual harassment and the grievance procedure. The Academy reserves the right to outsource the grievance procedure to other trained personnel or appropriate organizations.

Records Management

All records regarding a signed Formal Complaint, informal resolution, the grievance procedure, appeals, and associated training materials will be kept by the Academy for seven (7) years and in accordance with the Academy Record Retention Policies. These records will include the determination, the live hearing recordings, and any sanctions or remedies. The Title IX Coordinator, along with the Academy Administration, is responsible for maintaining these records. All records pertaining to pending litigation or a request for records shall be maintained in accordance with instructions from legal counsel.

Retaliation

Retaliation is prohibited by the Academy. The institution will sanction any student or employee who takes adverse action against a person because of the person's participation in or support of an investigation of Title IX sexual offenses. Adverse action includes, but is not limited to, threats, harassment, intimidation (implied threats) or actual violence against the person or his or her property, adverse educational or employment consequences, ridicule, taunting, bullying, or ostracism.

Retaliation because of an allegation of a sexual offense may occur in student to student, employee to student, student to employee, or employee to employee relationships.

5.4.5. Dissemination of the Title IX Policy

This policy shall be disseminated to the Academy's students, employees, and community through the Institution's website, www.ussa.edu, as well as the Student Portal, and other appropriate channels of communication.

New and current students as well as newly hired and current employees, will be provided with educational materials to promote familiarity with this policy. Annual training will be provided to the Title IX Coordinator, Responsible Parties, Investigators, Advisors, and Decision Makers.

The educational programs and employee training provide ongoing awareness and prevention campaigns that also identify safe and positive options for bystander intervention that may be carried out by an individual to prevent harm or intervene when there is a risk of domestic violence, dating violence, sexual assault, or stalking against a person other than such bystander.

Additionally, information is provided on risk reduction so that students and employees may recognize warning signs.

5.4.6. Policy Updates

Due to changing federal or state regulations and periodic changes in institutional policies, please see the Academy website, Title IX Coordinator, or the Academy Human Resources Coordinator for the most recent information:

United Sports Academy Website
www.ussa.edu

Title IX Coordinator for the Academy:

Phone: 251-626-3303

Email: titleIX@ussa.edu

Mailing Address: One Academy Drive, Daphne, AL 36526

Note: For the specific name, title, office number and phone extension of the Title IX Coordinator, please see the Academy website at www.ussa.edu.

Human Resources Coordinator for THE ACADEMY:

Phone: 251-626-3303

Mailing Address: One Academy Drive, Daphne, AL 36526

For the specific name, email address and phone extension of the Human Resources Coordinator, please see the Academy website at www.ussa.edu.

5.4.7. Definitions and Examples of Sexual Harassment and Misconduct

Sexual Misconduct Offenses include, but are not limited to:

- Sexual Harassment
- Sexual Assault
- Sexual Violence
- Sexual Exploitation
- Domestic and/or Dating Violence
- Stalking

The Institution uses the definitions from the Clery/Violence Against Women Reauthorization Act of 2013 (VAWA), for the purposes of this Policy.

5.4.8. Sexual Harassment

Sexual harassment includes unwelcome conduct of a sexual nature, such as unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature that has the effect of unreasonably interfering with an individual's academic or work performance, or creates an intimidating, hostile, or offensive environment. If reported allegations of sexual harassment do not meet the Title IX definition of sexual harassment, the grievance reported can be pursued via Academy policies and processes outlined in the Student Conduct Policy and the Employee Handbook.

Types of Sexual Harassment:

- Quid Pro Quo sexual harassment exists when there are:
 - Unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature; and
 - Submission to or rejection of such conduct results in adverse educational or employment action.
 - Quid pro quo harassment may occur in student to student, employee to student, student to employee, or employee to employee relationships.
- Hostile Environment includes any situation in which there is harassing conduct that is so severe, pervasive, and objectively offensive that it effectively denies a person equal access to the school's education program or activity. The determination of whether an environment is "hostile" may be based on any of these circumstances. These circumstances could include:
 - the frequency of the conduct;
 - the nature and severity of the conduct;
 - whether the conduct was physically threatening;
 - whether the conduct was humiliating;
 - the effect of the conduct on the alleged victim's mental or emotional state;
 - whether the conduct was directed at more than one person;
 - whether the conduct arose in the context of other discriminatory conduct;
 - whether the statement is a mere utterance of an epithet which engenders offense in an individual, or offends by mere discourtesy or rudeness;
 - whether the speech or conduct deserves the protections under other principles such as academic freedom.
- Retaliation
 - The Institution will sanction a student or employee who takes adverse action against a person because of the person's participation in or support of an investigation of discrimination or sexual misconduct. Adverse action includes, but is not limited to, threats, harassment, intimidation (implied threats) or actual violence against the person or his or her property, adverse educational or employment consequences, ridicule, taunting, bullying, or ostracism.
 - Retaliation sexual harassment may occur in student to student, employee to student, student to employee, or employee to employee relationships.

- Hostile Environment sexual harassment may occur in student to student, employee to student, student to employee, or employee to employee relationships.

5.4.9. Sexual Assault (Sex Offenses)

Sexual assault is defined as any sexual act directed against another person, without consent of the victim, including instances where the victim is incapable of giving consent. Attempted Sexual Assaults are also included in this policy. Types of Sexual Assault for the purpose of this policy are:

- Rape is the penetration, no matter how slight, of the vagina or anus, with any body part or object, or oral penetration by a sex organ of another person, without the consent of the victim. This offense includes the rape of both males and females.
- Fondling is the touching of the private body parts of another person for the purpose of sexual gratification, without the consent of the victim, including instances where the victim is incapable of giving consent because of his/her age or because of his/her temporary or permanent mental incapacity.
- Incest is sexual intercourse between persons who are related to each other within the degrees wherein marriage is prohibited by law.
- Statutory Rape is sexual intercourse with a person who is under the statutory age of consent. The age of consent in Alabama is 16.

Domestic Violence

Domestic Violence is defined as a felony or misdemeanor crime of violence committed:

- By a current or former spouse or intimate partner of the victim;
- By a person with whom the victim shares a child in common;
- By a person who is cohabitating with, or has cohabitated with, the victim as a spouse or intimate partner;
- By a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction in which the crime of violence occurred;
- By any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction in which the crime of violence occurred.

Dating Violence

Dating Violence is defined as violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim. The existence of such a relationship shall be determined based on the reporting party's statement and with consideration of the length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship.

For the purposes of this definition:

- Dating violence includes, but is not limited to, sexual or physical abuse or the threat of such abuse.
- Dating violence does not include acts covered under the definition of domestic violence.

Stalking

Stalking is defined as engaging in a course of conduct directed at a specific person that would cause a reasonable person to:

- Fear for the person's safety or the safety of others; or
- Suffer substantial emotional distress.

For the purposes of this definition the:

- Course of conduct means two or more acts, including, but not limited to, acts in which the stalker directly, indirectly, or through third parties, by any action, method, device, or means, follows, monitors, observes, surveils, threatens, or communicates to or about a person, or interferes with a person's property.
- Reasonable person means a reasonable person under similar circumstances and with similar identities to the victim.
- Substantial emotional distress means significant mental suffering or anguish that may, but does not necessarily, require medical or other professional treatment or counseling.

Stalking will only attach to Title IX if the stalking is sex based. Stalking that is not sex based will be addressed in other policies such as Student Conduct Policy or the Academy Employee Handbook.

Sexual Violence

Sexual violence is defined as physical sexual acts engaged in without the consent of the other person or when the other person is unable to consent to the activity. Sexual violence includes sexual assault, rape, battery, and sexual coercion; domestic violence; dating violence; and stalking.

Sexual Exploitation

Sexual exploitation occurs when a person takes non-consensual or abusive sexual advantage of another for his or her own advantage or benefit, or to benefit or advantage anyone other than the one being exploited, and that behavior does not otherwise constitute one of the other sexual misconduct offenses.

Examples of sexual exploitation include, but are not limited to:

- Prostituting another student;
- Non-consensual video or audio-taping of sexual activity;

- Going beyond the boundaries of consent (such as letting your friends hide in the closet to watch you having consensual sex);
- Engaging in voyeurism;
- Knowingly transmitting a Sexually Transmitted Disease (STD) or HIV/AIDS to another individual.

Consent & Incapacitation

In Alabama, consent is without forcible compulsion; or incapacity to consent; or if the offense charged is sexual abuse, or any circumstance in which the victim does not expressly or impliedly acquiesce in the actor's conduct.

In Alabama, incapacitation is the physical and/or mental inability to make informed, rational judgments. States of incapacitation include, but are not limited to, mentally defective, mentally incapacitated, intoxicated, or physically helpless.

- Mentally defective means a person suffers from a mental disease or effect which renders him/her incapable of appraising the nature of his conduct.
- Mentally incapacitated means rendered temporarily incapable of appraising or controlling his/her conduct because he/she is under the influence of a narcotic or intoxicating substance administered to him/her without his consent OR any other incapacitating act committed upon him/her without his/her consent.
- Physically helpless means unconscious or physically unable to communicate unwillingness to act.

Confidentiality

While reports of this nature may result in the gathering of extremely sensitive information about individuals, such information is considered confidential and every effort will be made to keep the information confidential. Disclosures of certain personal information may be disclosed concerning a report of sexual harassment or sexual violence to the Academy. In such cases, efforts will be made to protect the privacy of individuals.

Students and employees are encouraged to speak to Academy Responsible Parties to make reports of incidents. Students and employees have the right and can expect to have grievance reports taken seriously by the Academy.

National Resources

The below listed resources are available for the reporting of crimes and policy violations, and they will take action when a report of victimization has been made to them.

Emergency and Counseling Hotline Telephone Numbers:

Emergency (police, fire, and rescue)

Always dial 911 for life-threatening emergencies.

24 Hour National Suicide Prevention Lifeline / Veterans Crisis Line
(800) 273-TALK (8255)
TTY Line: (800) 799-4889

24 Hour National Domestic Violence Hotline
(800) 799-SAFE (7233)
TDD Line: (800) 787-3224

Poison Control Center
(800) 222-1222

National Child Abuse Hotline
(800) 4-A-CHILD (422-4453)

Counseling and Rehabilitation
American Council on Alcoholism
(800) 527-5344

Al-Anon
(888) 425-2666

The Substance Abuse and Mental Health Services Administration Treatment Helpline
(800) 662-HELP / (800) 662-4357
TDD (800) 487-4889

24 Hour National Alcohol and Substance Abuse Information Center
(800) 784-6776

American Social Health Association STI Resource Center
(800) 227-8922

CDC National AIDS Hotline / National STD Hotline
(800) CDC-INFO (232-4636)

Gay and Lesbian National Hotline
(888) THE-GLNH (843-4564)

6. ADDITIONAL PROCEDURES

Students that have questions or concerns about the policies and procedures included here, or about a subject not addressed in this manual, should contact the Center for Professional Studies & Continuing Education:

Telephone: 251-626-3303
Email: continuinged@ussa.edu

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A. ADDENDA

The following addenda items are included: The Continuing Education Overlap Form, and the Continuing Education Complaint Form.

A.1. Continuing Education Course Overlap Form



Continuing Education Course Overlap Form

A student may request that continuing education courses taken towards a certificate program be counted towards a certification program in the same subject area with the same (overlapping) courses instead of retaking those courses.

The following conditions must be met:

- The courses must match across both programs
- The student must have scored 70% or higher
- The course must have been taken within the last 365 days

Students should complete the following information and return the form to continuinged@ussa.edu. Upon approval of the overlap, the student will be charged a \$50 overlap fee.

Student Information			
Last Name:	First Name:	Middle Initial:	Phone:
Email Address:			
Date of Birth:			

Overlap Information	
Certificate Program Completed:	
Courses Completed:	
Certification Intended:	

Once request has been reviewed and approved, the student will be notified via email that the overlap has been completed. The student will also be given a list of the courses remaining to complete their certification. Certification must be completed within one year of an approved overlap.

FOR OFFICE USE ONLY

Request Received:	Request Approved:	Signature:

A.2. Continuing Education Complaint Form



Continuing Education Complaint Form

Student feedback is important to the success of the Academy’s program, and end of course surveys are utilized to give students an anonymous, post-course evaluation system. If a student has a complaint about which they’d like personal follow up (vs. general feedback provided through the course survey), they may complete this form.

The Academy recommends that students first make an effort to contact the department, as many times issues can be resolved easily. If the issue is not resolved, and/or the student has a complaint about the course content or about the customer service received, the completed complaint form should be returned to continuinged@ussa.edu. While the Academy will make best efforts to resolve all complaints, no specific outcome can be guaranteed.

Student Information			
Last Name:	First Name:	Middle Initial:	Phone:
Email:			
Date of Birth:			
Do you want the Academy to follow up with you?		Yes	No
Complaint Information			
Which area does your complaint fall under? (Customer Service, Course Content, Grade, Textbook, Other)			
Have you already contacted the department to attempt a resolution?			
What is your complaint?			

FOR OFFICE USE ONLY

Complaint Received:		Signature:	
What actions, if any, are recommended?			
Has student been notified about the proposed resolution?			
Yes		No	
Complaint Closed:		Signature:	