

## GENERAL INFORMATION

### HUMAN RESOURCES

The Division of Human Resources provides human resource management services for all faculty and staff in the academic and administrative areas including student employees, research and graduate assistants, college work study and temporary employees on all campuses. The Division comprises the following areas: HR Administration, Talent Acquisition and Management, Compensation & Benefits Administration, Employee and Labor Relations, Payroll, Employee Records, HR Management Systems, Inclusion, Diversity, Equity, and Access (IDEA) Office Employee Assistance Programs, Human Resources Relations, and Human Resources (Herbert Wertheim College of Medicine). It is through this office that new employees participate in the New Employee Experience (NEE) to gain knowledge of FIU's past, present, and future for their individual career success and institutional impact. Additionally, this office partners with the Office of Academic Affairs to host an annual orientation for new faculty.

The Modesto A. Maidique Campus (MMC) office is located in PC 224, (305) 348-2181. The Biscayne Bay Campus (BBC) office is located in LIB 322, (305) 919-5545. For additional information, visit the Division of Human Resources website at: <http://hr.fiu.edu>.

### INCLUSION, DIVERSITY, EQUITY AND ACCESS(IDEA)

Florida International University is committed to equal opportunity and diversity for all students, faculty, staff, visitors and applicants for employment. IDEA is responsible for the development, implementation and monitoring of diversity, equity and affirmative action programs, policies and procedures to ensure equal employment without regard to age, color, disability, marital status, national or ethnic origin, political affiliation, race, religion, sex (including pregnancy), sexual orientation, veteran status or gender information. This is accomplished by various programs, goals and initiatives:

- The University's Affirmative Action Plan for Women and Minorities, and for Individuals with Disabilities and Veterans and the Florida Equity Accountability Plan;
- American with Disabilities Act (ADA)
- Diversity Initiatives
- External Partnerships
- Minority Scholarships
- Position Vacancy Announcements/Hiring Recruitment
- Internal and External investigations
- Training

The office is located on the MMC campus in PC 321, (305) 348-2785. For additional information, visit the Inclusion, Diversity, Equity and Access (IDEA) Office website at: [https://hr.fiu.edu/index.php?name=equal\\_opportunity\\_programs](https://hr.fiu.edu/index.php?name=equal_opportunity_programs).

### INDIVIDUALS WITH DISABILITIES

The American Disabilities Act (ADA) provides that no qualified individual with a disability shall be denied access to or participation in programs, services, and activities at Florida International University. This act applies to all aspects of campus activities, including employment, student programming and services. Students seeking accommodations must register with the Disability Resource Center (DRC) at [drc@fiu.edu](mailto:drc@fiu.edu) by using the information below.

DRC's MMC or BBC Office using the information below.  
Modesto A. Maidique Campus: GC 190, (305) 348-3532;  
Biscayne Bay Campus: WUC 131, (305) 919-5345.

**Filing a Complaint:** It is the policy and practice of Florida International University to comply fully with the requirements of the Americans With Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act and all other federal and State laws and regulations prohibiting discrimination on the basis of disability. Complaints of disability discrimination, harassment, or retaliation must be filed with the Inclusion, Diversity Equity, Access (IDEA) Office within 120 calendar days of the incident(s). IDEA is responsible for investigating discrimination and/or harassment complaints/allegations.

If you wish to learn more about your ADA rights, the University's policies against discrimination and sexual harassment as well as the process for filing a formal complaint contact the Office of Equal Opportunity Programs and Diversity in PC 321; (305) 348-2785 or on the IDEA website at the following link: <https://hr.fiu.edu/employees-affiliates/employee-concerns/>

### SEXUAL AND UNLAWFUL HARASSMENT POLICY

All members of the University Community are entitled to study and work in an environment free of discrimination and harassment. Florida International University's equal opportunity policy prohibits discrimination against students and employees on the basis of their race, color, creed, age, disability, sex (including sexual harassment), religion, marital status, national origin, sexual orientation, gender identity, or gender expression.

Sexual harassment is unlawful under Title IX of the 1972 Education Amendments, Title VII of the Civil Rights Act of 1964, and the Florida Civil Rights Act. As a matter of University policy, sexual or other unlawful harassment occurring in the course of any University activity, whether on or off campus is prohibited.

Harassment on the basis of race, color, , age, disability, sex (including sexual harassment), religion, marital status, national origin, or sexual orientation, gender identity, gender expression, or any other protected status under federal, state or local law, ordinance or regulation applicable to the University, is a violation of FIU's policy.

Any such harassment of any individual in the course of any University-administered program, job or activity is prohibited and shall not be tolerated. The University shall take prompt and effective corrective action to address unlawful harassment, including, where appropriate, dismissal or expulsion. The policy explicitly applies to University students, faculty, staff, administrators, independent contractors and all other individuals engaged in University activities. Individuals who know of harassment, or believe that they have been harassed in

violation of this policy, are encouraged to utilize the University complaint procedures.

FIU takes all matters of Harassment including Sexual Harassment, Sexual Assault and Sexual Violence seriously. In accordance with Title IX regulations, the University has designated Shirlyon McWhorter, Director of the Office of Inclusion, Diversity, Equity and Access (IDEA), as the University's Title IX Coordinator responsible for overseeing FIU's Title IX compliance effort. Director of Student Conduct & Conflict Resolution, (students) and Sr. Associate Athletic Director (Athletics) are designated as FIU's Title IX Deputy Coordinators.

**Reporting Harassment:** Students, faculty, staff, visitors, independent contractors and all other individuals engaged in University activities are encouraged to report any conduct of which they have direct knowledge and which they in good faith believe constitutes harassment in violation of this policy. Managers have a legal duty to report any conduct of which they have direct knowledge, and which they in good faith believe constitutes harassment in violation of this policy. If you have concerns or need to report an incident of sexual misconduct, please contact Shirlyon McWhorter, Title IX Coordinator, at (305) 348-2785 or [smcwhort@fiu.edu](mailto:smcwhort@fiu.edu), or The Office of Student Conduct at (305)348-3939 or [conduct@fiu.edu](mailto:conduct@fiu.edu) [conduct@fiu.edu](mailto:conduct@fiu.edu)

**Retaliation Is Prohibited:** An individual's good-faith filing of or pursuing a complaint under this policy or otherwise reporting, complaining, assisting or cooperating in good faith with a complaint of harassment shall not be the basis for any adverse University decision regarding the student, employment or other status of any student, faculty member, staff member, administrator, independent contractor or other individual engaged in University activities. Such retaliation is forbidden by this policy.

**Confidentiality:** Every reasonable effort shall be made to protect the privacy of the complainant, the accused, and witnesses in the investigation and resolution process, subject to the need to conduct a full and impartial investigation, remedy violations, monitor compliance, and administer this policy.

Any employee, applicant, or student who believes that he or she may be a victim of unlawful discrimination may file a complaint with the Office of Inclusion, Diversity, Equity and Access (IDEA), PC 321 Modesto A. Maidique Campus, (305) 348-2785.

## UNIVERSITY POLICE DEPARTMENT

### *The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act)*

All postsecondary institutions, both public and private, that participate in federal Title IV student aid programs are required to comply with the *Clery Act* regulations. Although *Clery Act* compliance is an institutional responsibility, full compliance is a campus wide effort, and concerns all members of the Community. Policy statements must be developed and crime reports must be collected from a wide variety of campus security authorities.

These authorities include, but are not limited to Police; Non-police security staff responsible for monitoring campus property; individuals and offices to which crimes should be reported; and Officials of the University with significant responsibility for student and campus activities.

- The University Police Department publishes an annual Campus Security Report every year by October 1st containing three years of campus crime statistics and specific campus security information including university policy statements.
- Timely Warning: The Clery Act requires you to alert the campus community to certain crimes in a manner that is timely and will aid in the prevention of similar crimes. The intent of a warning regarding a criminal incident(s) is to enable people to protect themselves. This means that a warning should be issued as soon as pertinent information is available. The warning will contain information about the type of criminal incident that has occurred, although you can provide additional information as it becomes available.
- Emergency Notification: Under the Clery Act, every institution is required to immediately notify the campus community upon confirmation of a significant emergency or dangerous situation occurring on the campus that involves an immediate threat to the health or safety of students or employees. An "immediate" threat as used here includes an imminent or impending threat. The notifications may be sent via email, text, and the university telephone system
- The University Police Department is responsible for preparing and distributing the Campus Security Report. The University Police Department works with local police departments and all university departments to compile the information contained in the annual report.
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The University Police Department encourages the FIU community to pick up a copy of the Campus Security Report as a guide for safe practices on and off campus. You may obtain a copy at the University Police Department.

The Campus Security Report is also available electronically on the University Police website (<http://police.fiu.edu>).

(U.S. Department of Education, 2011)

## INTERCOLLEGIATE ATHLETICS

FIU Athletics has been a program of tremendous growth since its inception 40 years ago. FIU is a member of the National Collegiate Athletic Association (NCAA), and entering the fifth year in Conference USA for 17 men's and women's athletic programs. At this time, the sport of beach volleyball is a member of the Coastal Collegiate Sports Association Conference as Conference USA currently does not sponsor a championship in the sport of beach volleyball. Conference USA currently does not sponsor a championship in the new sport of beach volleyball. FIU continues to elevate the athletics program and has won five Conference USA Championships between 2015-2016 with a 3 Peat of championships in Women's Swimming & Diving, a championship in Baseball and Men's Soccer. Sports programs and services in Intercollegiate Athletics

provide an opportunity for student-athletes to develop their athletic skills and leadership abilities in an educational setting. Much emphasis is placed on the student as a student-athlete to ensure intellectual, emotional and social well-being.

### Athletics Team Membership

Several of the FIU Athletic teams have won conference championships in recent seasons including women's swimming & diving, golf, baseball, and men's soccer while many other student-athletes have garnered accolades across the sport programs. FIU's intercollegiate sports programs for women include basketball, volleyball, soccer, golf, tennis, track, softball, cross-country, swimming/diving, and beach volleyball. Men's sports include basketball, football, soccer, baseball, track, and cross-country.

### Athletic Facilities

The Athletic Department utilizes eight facilities that serve as the sites for athletic, educational, and recreational activities.

Phase I of **Ricardo Silva Stadium** was opened in Fall 2008. The stadium features over 20,000 permanent seats, 1,400 club seats, an upper concourse and 19 full service luxury suites. In addition to the suites the stadium features a 6,500 sq. ft. **Stadium Club**, which is a multi-purpose banquet hall that can be used for various events such as weddings, banquets, conferences and pre-game parties. The stadium is the home of our intercollegiate football program. In 2013 the north concourse and seating was added finishing off the lower bowl of the stadium.

Located in the west end zone bleachers of Ricardo Silva Stadium is the R. Kirk Landon Field House. The **R. Kirk Landon Field House** is a 55,000 sq ft facility that houses the FIU intercollegiate football team, coaches, and weight training facility and ticket office staff. The **University Credit Union Box Office** is located at the west entrance to the field house and services all FIU sports. It also houses a 12,500 sq ft weight room that accommodates all FIU intercollegiate student-athletes.

The **FIU Arena** is home to our intercollegiate men's and women's basketball teams as well as our women's volleyball team. It is a multi-purpose facility with a seating capacity for 5,150 and is the venue for our convocation and graduation ceremonies. The main floor can hold four volleyball courts and two basketball courts. The two auxiliary gyms can each hold one basketball court or a volleyball court. Also housed in the arena are seven classrooms and eight locker rooms. The new expanded entrance to the FIU Arena added 11,000 square feet with new bathroom facilities, box office, meeting rooms, elevators, and concession area. In 2017 new upper level seating was installed.

The **Baseball Stadium** is the home to our intercollegiate baseball team. The stadium has a seating capacity of 2,200, and offers a luxury suite with a capacity of 20 overlooking the field. The Baseball Stadium also has three covered batting cages located just outside the left field fence. In 2017 a new Musco lighting system was installed.

The **FIU Soccer Stadium** is the home of our intercollegiate men's and women's soccer programs. This lighted soccer stadium seats 1,500 and the dimensions of the field span 120 yards in length by 70 yards in width.

The **FIU Tennis Center** has twelve lighted courts and is home to the women's tennis program. Six courts are open for daily recreational play.

The **FIU Softball Stadium** houses our intercollegiate softball program and our new elevated grandstands completed in 2014 seats 500. Adjacent to the Felsberg Field are three covered batting cages, and three bullpen areas.

The **FIU Beach Volleyball Courts** were completed in 2012 and are home to our top 10 nationally ranked beach volleyball program.

FIU students are admitted to all regular season intercollegiate athletic home games free of charge. Presentation of a valid university identification card is required.

For additional information visit the athletic department's website at [fiusports.com](http://fiusports.com) or call the University Credit Union Box office at 348-4263 (**FIU-GAME**).

## STUDENT ATHLETE ACADEMIC CENTER

Under the leadership of Academic Affairs, the Student Athlete Academic Center provides a range of academic support services for student athletes—including advising, tutoring, and monitoring of academic progress. The Center is located west of the FIU Arena, at the Modesto A. Maidique Campus, and has hours of operation to meet the needs of the full-time student athlete. The Center is equipped with a computer laboratory, study carrels, and classrooms. It is staffed with advisors, tutors, and learning specialists. The unit works in conjunction with various university academic departments, as well as with other university support units to ensure the academic success of athletes. For information call (305) 348-6412.

## INTERNATIONAL STUDENT AND SCHOLAR SERVICES

The International Student and Scholar Services (ISSS) office provides comprehensive assistance to international students, faculty, and researchers in non-immigrant status (F or J visas). The staff provides advising services on immigration, cultural personal, social, and financial concerns at both the Modesto A. Maidique (MMC) and Biscayne Bay Campus (BBC).

ISSS ensures institutional compliance with the federal agency requirements for the Department of Homeland Security (DHS) in reporting and tracking our international students.

In addition, the department also serves as a liaison to academic and administrative departments throughout the University.

All new and/or international transfer students **MUST** attend a **MANDATORY** welcome session before the start of their first semester and **MUST** complete a virtual immigration check-in process within the first week of the start of classes. The ISSS also offers social and cultural programs to assist students in adapting more effectively to the University community and their new life in the United States. An active International Student Club on each campus collaborates with the department in organizing various social activities. Club programs enable students to participate in the international dimension of the University.

and provide opportunities for involvement in the great Miami community.

ISSS is located in the Student Academic Success Center (SASC), Room 230, Modesto A. Maidique Campus, (305) 348-2421; and WUC 363, Biscayne Bay Campus, (305) 919-5813.

For additional information visit our website at: <https://globalaffairs.fiu.edu/iss/>.

## OFFICE OF STUDY ABROAD

The Office of Study Abroad provides students with numerous opportunities to earn academic credit while traveling outside of the United States either led by a faculty member on the FIU study abroad programs or independently in the International Student Exchange program. Duration varies from a few weeks to a semester or even an academic year abroad. In order to participate in any study abroad program, graduate students must have a GPA above a 3.0 (good academic standing) and be in good conduct standing.

Students participating in the ISE Program will pay FIU tuition and fees and, with pre-approval from their department, will receive transfer credit for the courses taken abroad. Grades earned on the ISE programs will not be averaged into the FIU GPA.

FIU Study Abroad programs are typically offered during the summer, although some programs are offered during the fall, Spring and Winter session terms. The programs are designed and led by FIU faculty. Students participating in these programs will pay FIU tuition and fees in addition to a program fee for the cost of the program abroad. Grades earned on these programs will be averaged into the FIU GPA as these are FIU credit-bearing courses.

The Office of Study Abroad will also assist you in preparing for an academic credit-bearing internship abroad, and direct enrollment at accredited foreign institutions and applying for study abroad scholarships, specifically the Boren fellowship and the US Fulbright student program.

For more information about studying abroad, please contact the Office of Study Abroad, located at the Modesto A. Maidique Campus, PC 113, at: (305) 348-1913 or email us at [edabroad@fiu.edu](mailto:edabroad@fiu.edu); <http://studyabroad.fiu.edu/>.

## ACADEMIC & STUDENT AFFAIRS

The Division of Academic & Student Affairs seeks to enhance the academic mission of the University by promoting a vast array of educational, social, and cultural opportunities and programs. We believe that a student's education takes place both inside and outside the classroom. We aim to provide an environment that supports the growth and development of our students by catering to their social, intellectual, emotional, and spiritual needs. From orientation to job interview skills, volunteer opportunities to multicultural programs, health promotion to residential life, the Division of Academic & Student Affairs is here to help students make the most of their university experience.

## CAMPUS LIFE

The Department of Campus Life provides a variety of programs and services to students and the University community. Student's academic learning and success is

enhanced through their active participation in the co-curricular opportunities offered in areas of leadership development, communication and organizational skills, service, event planning and evaluation techniques. Campus Life collaborates with other departments to coordinate programs and events.

The Department of Campus Life includes the Student Government Association, Black Student Union, Council for Student Organizations (MMC), Student Organizations Council (BBC), Student Programming Council, Sorority and Fraternity Life, Multifaith Council, Homecoming Council, and Panther Power (BBC).

Location: GC 2240, Modesto A. Maidique Campus, (305) 348-2138; WUC 141, Biscayne Bay Campus, (305) 919-5804.

## CAREER AND TALENT DEVELOPMENT

The centralized Career and Talent Development (CTD) office assists degree seeking students at all university locations with career readiness and graduate school educational opportunities. CTD also works closely with the specialized Career Services teams located in the College of Business and School of Hospitality and Tourism Management CTD's high-tech and high-touch philosophy offers specialized career readiness services plus individualized attention through the drop-in program and one-on-one appointments.

CTD encourages students to register with the office immediately after enrolling in classes--- The office can help you identify a major, find an internship, or locate a career that is right for you. Get involved with Career and Talent Development. Our programs and services include:

- **CAREER DEVELOPMENT AND MANAGEMENT** - This area offers career assessments, individual student coaching appointments, resume reviews and career development workshops in a variety of topics, to assist in identifying your next educational and/or career path.
- **CAREER FAIRS AND INTERNSHIP FAIR** - CTD organizes and holds one major career and internship fair as well as a number of other targeted career fairs and recruiting events throughout the year to connect students to employers.
- **INTERNSHIPS** - CTD also assists students in identifying and securing practical experience in their chosen major. Internship opportunities can include academic credit, salary and field-related experience. Internships proven to significantly increase the possibility of gaining employment upon graduation.
- **EMPLOYMENT UPON GRADUATION** - Students are encouraged to become fully registered with CTD at [fiu.joinhandshake.com](http://fiu.joinhandshake.com), this allows you to take full advantage of the Practice Interview Program, Resume Referral Service, and Online Job Vacancies. You will also receive regular e-mails about networking opportunities and job fairs.

Location: SASC 305, Modesto A. Maidique Campus, (305) 348-2423; WUC 255, Biscayne Bay Campus, (305) 919-5770; EC 2852, Engineering, (305) 348-1281.

Web site: <http://career.fiu.edu>.

Career Management Website: [fiu.joinhandshake.com](http://fiu.joinhandshake.com)

## CENTER FOR LEADERSHIP AND SERVICE

The Center for Leadership and Service (CLS) provides students with developmental and experiential opportunities that foster, action, and community engagement. Through leadership education, service-learning, civic engagement, service, and social innovation, students will become active citizens on-campus, in their respective communities, and globally. The vision of the CLS is to develop students for engagement in lifelong leading, service, and learning.

Leadership education is offered through co-curricular (non-credit) programs. Non-credit leadership development programs range from one-hour skill building workshops, to semester-based programs (Academy of Leaders), Program on Demand workshops. All of these programs are interactive and experiential in nature and are offered at a variety of times to accommodate our diverse student population. Programs are developmental in nature, so students can begin with an emerging leader program and progress to more advanced leadership training while at FIU. Consult the department web site for program descriptions and application details, [leadserve.fiu.edu](http://leadserve.fiu.edu).

CLS is also the central office for service development, by offering a clearinghouse and resource center for volunteer activities, service-learning, and advocacy for social issues. Two major service projects are sponsored by CLS in the Fall and Spring Semesters. Alternative Break (AB) educates students about social issues and encourages them to make a difference by participating in direct service projects in communities throughout the country and abroad. Roarthon is a student-run philanthropy dedicated to raising money for the Children's Miracle Network. Students can serve on the planning committee or participate as dancers in the overnight fundraiser that benefits the Nicklaus Children's Hospital Foundation. Relay for Life is the signature fundraising event for the American Cancer Society. A committee of FIU students organizes the 6-hour walk and thousands participate in the event to celebrate life and provide hope for those touched by this disease. By taking leadership roles in organizing and implementing these projects, students are able to practice and refine their leadership skills.

Students may also take on leadership roles by providing peer education. The LEAD Team is a group of student facilitators that promotes and supports leadership development. The LEAD Team participates as program promoters and department ambassadors, group facilitators, classroom presenters, and consultants to student organizations.

The Center for Leadership and Service is dedicated to developing the leadership capacity and cultivating active citizens to all FIU students.

Location: Student Academic Success Center (SASC), 230, Modesto A. Maidique Campus, (305) 348-6995; WUC 353, Biscayne Bay Campus, (305) 919-5360.

Web site: [leadserve.fiu.edu](http://leadserve.fiu.edu).

## CHILDREN'S CREATIVE LEARNING CENTER

Established in 1975, the Children's Creative Learning Center is an Educational Research Center for Child Development and an AdvancED accredited Early Learning School. The Center is located on the Modesto A. Maidique Campus and offers an educational preschool program for young children.

The essence of the program at the Center is built around verbal communication, enhancing the children's ability to be in touch with their different feelings and to express them verbally. Additionally, the Center's objectives for each child are the development of: self-concept and self-reliance, independent decision making, the ability to confront and resolve problems, respect and consideration for others, social skills and interpersonal relations.

Children between the ages of 2½ through 5 years who have achieved bathroom independence are eligible for programs housed in the CCLC Main building. Children between the ages 2 to 2½ years who may be working toward achieving bathroom independence are eligible for the Center's Toddler program, housed in the Graham Center.

Center enrollment priority is given to children of FIU students. If you are interested in enrolling your child at the Center, it is recommended to place your child on to the waiting list as soon as you are comfortable doing so. Please visit the CCLC building (located on the west side of campus, next to the tennis courts) to inquire about the Center programs, place your child onto the waiting list, and tour the facility. The Center's office hours are 8:30am – 5:00pm and no appointment is necessary for a tour.

For students seeking financial support for child care, the Center has been awarded the Child Care Access Means Parents in Schools (CCAMPIS) Grant from the U.S. Department of Education. Additionally, the Center participates in the Florida Voluntary Pre-Kindergarten (VPK) Program for four-year-old children, Step Up For Students Kindergarten Scholarship, and is a School Readiness Provider.

Further information about the Center's programs, hours and tuition can be found online at <http://children.fiu.edu> or by calling the Center office at (305) 348-2143.

## COUNSELING AND PSYCHOLOGICAL SERVICES

Counseling and Psychological Services (CAPS) provides a variety of services and resources designed to help currently registered FIU students achieve and maintain optimum mental health. Therapists, utilizing a brief therapy approach, assist students in developing effective coping skills and decision-making abilities; developing effective communication skills; and identifying and managing daily stressors. All therapeutic services are confidential and may be utilized either in person or online, depending on the type of service desired.

### CAPS services include:

- Web-based, self-help educational and interactive training modules to assist with stress, emotional distress, developing effective coping skills and more
- Web-based screenings for anxiety, depression, eating disorders, mood swings, and trauma
- TAOConnect, which is a therapy-assisted online program for a wide range of existing conditions
- Workshops that can help address anxiety, depression, and emotional and interpersonal distress
- In-person consultations to assess for substance abuse and eating disorders/body image issues

- Individual, group, and couples therapy for issues such as: anxiety, depression, stress, grief, and interpersonal and relationship problems
- Psychiatric services (only available in conjunction with CAPS counseling)
- Teletherapy and telepsychiatry appointments
- Crisis intervention
- Biofeedback
- Educational and Neuropsychological testing (additional fees apply)

For more information, visit us at [caps.fiu.edu](http://caps.fiu.edu).

### **CAPS/ VEP Outreach Programming**

Throughout the year, the staff at CAPS/VEP participates in campus-wide outreach activities designed to increase student awareness about mental health and services provided at the center. In addition, CAPS/VEP sponsors a series of workshops to enhance students' personal and academic skills, and collaborates with other University departments to co-sponsoring events to promote mental health and wellbeing.

CAPS/VEP outreach events are a great way to learn, have fun, and make new friends. For information on upcoming outreach events call 305-348-2277(MMC) or 305-919-5305(BBC).

Telephonic CAPS/VEP clinical support is available through the (305) 348-2277 after hours and on weekends and holidays.

Location: GC 211\_Modesto A. Maidique Campus, (305) 348-CAPS (2277); WUC 320, Biscayne Bay Campus, (305) 919-5305.

Web site: [caps.fiu.edu](http://caps.fiu.edu)

Victim services may also be accessed through a 24-hour crisis hotline: (305) 348-2277.

Web site- [vep.fiu.edu](http://vep.fiu.edu)

### **CAPS Victim Empowerment Program (VEP)**

VEP services are free of charge and confidential.

#### **VEP services include:**

- Crisis Support and assistance in accessing community and University resources, and helping students understand the different options available to them during or after experiencing actual or threatened abuse or violence. This information is also available to students who may want resources for someone they know.
- Help with issues related to relationship abuse, sexual assault, stalking, assault and battery, homicide of friend or relative, hate crimes, harassment, and re-emergence of problems as a result of a past abuse such as childhood sexual abuse.

Other VEP services available (if desired by student):

- Safety planning
- Understanding and navigating the criminal justice system
- Assistance in making police reports (if desired)
- Petitioning the court for an injunction for protection ("restraining order")
- Finding legal assistance
- Finding emergency safe shelter

- Communicating with professors and/or other parties as requested by the victim
- Help with university administrative procedures
- Student conduct proceedings
- Escort to appointments, hearings, and medical facilities
- Help with other solutions that may be necessary

Location/Contact: MMC Student Health Center (SCH) Suite 270 - (305) 348-2277, and at BBC by appointment. After hours urgent help: 305-348-2277.

Additional information and resources available at [vep.fiu.edu](http://vep.fiu.edu).

### **DISABILITY RESOURCE CENTER**

The American Disabilities Act (ADA) requires institutions to make reasonable accommodations in order to provide students with disabilities an equal opportunity to participate in courses, programs, services, and activities at Florida International University.

The Disability Resource Center (DRC) collaborates with students, faculty, staff, and community members to create diverse learning environments that are usable, equitable, inclusive, and sustainable. The DRC provides FIU students with disabilities the necessary support to successfully complete their education and participate in activities available to all students.

Accommodations may include: note takers, extended time on assignments, adaptive equipment/technology, testing accommodations, CART services, ASL Interpreters, and readers/scribes.

For more information about our services, you may visit our website at [drc.fiu.edu](http://drc.fiu.edu).

If you have a history or diagnosis of disability and plan to utilize academic accommodations, please contact the DRC's MMC or BBC Office using the following information. Modesto A. Maidique Campus: GC 190, (305) 348-3532; Biscayne Bay Campus: WUC 131, (305) 919-5345.

#### **Class Attendance**

If a qualified student with a disability believes it may not be possible to abide by the attendance policy due to disability related reasons, the student should contact the Disability Resource Center (DRC) at the beginning of the semester, or as soon as possible after the need for an exception arise, to discuss the possibility of the accommodation being initiated.

The DRC may determine that a student's disability entitles the student to an adaptation of the usual course attendance policy. Adaptations of course attendance policies will be determined on an individual, case-by-case basis. Adaptations of the course attendance policy does not mean that unlimited absences will be permitted. Florida International University's Disability Resource Center attempts to make every effort to accommodate students' disability related academic needs. However, neither the university nor an individual faculty member is required to waive essential or fundamental academic requirements of a course regardless of the nature of a student's disability.

Regardless of the adaptation of the course attendance policy, the student is required to meet all of the academic course requirements and to complete all assignments and examinations. It is the student's responsibility to obtain the material and notes from missed classes. The student will

be graded according to the criteria stated in the class syllabus.

Students should note that absences for non-disability related reasons will not be excused by the DRC and are only vetted through the professor of the course. When an attendance accommodation is determined to be reasonable, a DRC Access Consultant will work with the faculty to define the parameters of the accommodation. This does not mean a student may miss class whenever they like.

If a student finds that he or she is not doing well in the class due to extended absences, the student is urged to consider options such as dropping the class, withdrawing from the class or taking an incomplete.

#### Testing and Exam Proctor Forms

Students with testing accommodations that will be testing at the DRC must work with professors at the beginning of each semester to complete an Exam Proctor Form as it provides the test proctor with information that is fundamental to the testing process, such as testing conditions, allotted time for tests, and the way in which tests are received at the DRC and delivered back to the professor.

In cases where professors do not have their test dates finalized by the first week of class, an Exam Proctor Form must still be completed and submitted. Changes or additional exam dates can be provided by the professor to the Testing Coordinator as long as it is provided a minimum of **one week before** the scheduled exam date. For more information or to view our forms, please visit [drc.fiu.edu](http://drc.fiu.edu).

#### Training

The DRC and EOP will coordinate the provision of training to academic advisors and faculty members regarding best practices in accommodating students with disabilities.

## STUDENT HEALTH SERVICES

Good health is essential to students' success while at the university and throughout their life. Therefore, Student Health Services (SHS) is committed to providing registered students with free or low-cost quality medical care, which will allow them to thrive both academically and personally. Our healthcare centers are located at both the Biscayne Bay (BBC) and Modesto A. Maidique (MMC) campuses to serve our students. The care offered has a strong focus on education.

#### Clinical Services include:

- Dermatology
- Women's health/Gynecology
- Behavioral health/Psychiatry
- Care for common illness and injuries
- Women's health services
- Pre-matriculation and preventive vaccines
- Preventive screenings, EKG's, and Laboratory testing (blood work, urine test, and cultures)
- After hours, holiday, and weekend nurse answer line. MMC (305) 348-2401 opt. 2; BBC (305) 919-5620 opt. 2.

#### Pharmacy services at MMC include\*:

- Over-the-counter (OTC) products and prescription medications at competitive prices.
- Natural and organic products
- Individualized education and counseling on prescription medications and OTC products

\*Although a full-service pharmacy is not available at BBC, pre-packaged medications are dispensed by practitioners at that location.

#### Other services

- Assist students with obtaining University-sponsored student health insurance plans to help offset the cost of services not covered under the health fee.

For more information about us and a complete list of services, visit our website at [studenthealth.fiu.edu](http://studenthealth.fiu.edu).

Location: Student Health Center 110 and 154 (near the College of Law), Modesto A. Maidique Campus, (305) 348-2401 ext. 2; Health Care Center (HCC) Building located by parking lot 1-C, Biscayne Bay Campus.

## HEALTH PROMOTION SERVICES

Health Promotion Services (HPS) focuses on developing Healthy Panthers through a variety of primary prevention programs offered by the Healthy Living and Health Compliance service units. The main goal for HPS is to engage students, educate them on healthier lifestyle choices and create on-campus experiences that foster healthy living.

The **Healthy Living Program (HLP)** offers a holistic and preventative approach to health by encouraging FIU students to engage in everyday healthy lifestyle practices! Our on-campus services and online education promote the 7 Dimensions of Wellness: physical, intellectual, occupational, emotional, social, spiritual, and environmental. Services and workshops are offered on a variety of topics such as: stress management, nutrition coaching, sleep hygiene, sexual health, aromatherapy, massage therapy, and acupuncture.

In addition, Health Compliance (HC) services assists students in navigating through the registration process by educating students on pre-matriculation health requirements such as mandatory vaccines and health insurance for international students.

For more information about all the services offered on-campus that assist with personal well-being please visit [go.fiu.edu/healthyliving](http://go.fiu.edu/healthyliving)

HPS MMC Locations: Healthy Living Program: Student Health Center Room 180, (305) 348-2401 ext. 5, Health Compliance (Student Academic Success Center) (305) 348-2401 ext. 1

HPS BBC Location: Healthy Living Program and Health Compliance (Student Health Center building), (305) 919-5307.

## HOUSING AND RESIDENTIAL LIFE

The Department of Housing and Residential Life provides on-campus housing for undergraduate students on the Modesto A. Maidique Campus (MMC). Graduate students in need of accommodations near MMC are encouraged to use the off-campus housing website at [classifieds.fiu.edu/](http://classifieds.fiu.edu/). There are several private student housing options located off campus within walking distance to MMC.

On-campus housing is available for students taking classes at the Biscayne Bay Campus (BBC). Bayview is a privately-run residence hall at BBC. More information about Bayview is available at [www.bayviewfiu.com/](http://www.bayviewfiu.com/).

Location: Housing Office, University Park Towers (UPT) 121, Modesto A. Maidique Campus, (305) 348-4190, Fax: (305) 348-4295; e-mail: [housing@fiu.edu](mailto:housing@fiu.edu).

## MULTICULTURAL PROGRAMS AND SERVICES

Mission: Multicultural Programs and Services (MPAS) celebrates diversity and promotes inclusion by creating a campus community that encourages social responsibility, honors equality, and foster student success.

**MPAS** offers a wide variety of university and community-wide signature events and programs including a month-long MLK Commemorative Celebration, Mentorship Programs (SSS, LGBTQA, MMI), the Lavender Graduation Ceremony, Excellence Awards Program, Strengths Summit, Social Justice Summit, and the LGBTQA Pride Month activities. In addition, MPAS offers and monitors the following scholarships ([fiu.academicworks.com](http://fiu.academicworks.com)): MPAS Scholars, Golden Drum, MLK Essay Awards, and the Out and Proud.

Location: GC 216, Modesto A. Maidique Campus (305) 348-2436 and WUC 253, Biscayne Bay Campus (305) 919-5817. Website: [mpas.fiu.edu](http://mpas.fiu.edu).

**Social Justice** - MPAS defines social justice as the redistribution of power and opportunity to create equity, diversity and civic engagement for marginalized groups in a supportive environment. Through a series of workshops, discussions and events, MPAS engages the FIU student body to critically think and act on social justice issues that are affecting them locally, nationally, and globally.

**Student Support Services (SSS)**, a TRIO program, funded by the U.S. Department of Education is located at MPAS. The program provides opportunities for academic development, assistance with basic college requirements, and motivates students toward the successful completion of their bachelor's degree. The goal of SSSP is to increase the college retention and graduation rates of its participants who are low-income, first generation, and individuals with disabilities. To apply: [go.fiu.edu/SSS](http://go.fiu.edu/SSS)

**LGBTQA Initiatives** provide programs and activities to meet the needs of Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Asexual, and Ally (LGBTQA) students at FIU. Programs are offered that create support, awareness, visibility, and education on issues relating to sexual orientation, gender identity, and gender expression. We S.A.V.E our students!

**Male Mentoring Initiative (MMI)** The goal of the program is to empower our students and foster personal/professional maturity through mentoring and meaningful interactions. We provide various services that addresses the many needs of our male student population while reaffirming masculinity in a positive way. MMI is open to all FIU students.

## WELLNESS AND RECREATION CENTERS

Recreational sports programs and fitness facilities are available for Florida International University students, faculty, staff and alumni through the Wellness and Recreation Centers at MMC and BBC. Funding for these services is primarily through student fees allocated by the FIU Student Government Association (SGA).

A variety of Intramural (IM) Sports are offered on each campus, including men's, women's and co-rec leagues in sports such as flag football, basketball, volleyball, softball and soccer, and tournaments for sports like racquetball, tennis, and table tennis. Individuals looking for a team are encouraged to register as "free agents". Registration for Intramural Sports can be initiated via the web on the Wellness and Recreation Center website ([recreation.fiu.edu](http://recreation.fiu.edu) and [bbc.fiu.edu](http://bbc.fiu.edu)).

The newly remodeled 120,000+ square foot MMC Wellness and Recreation Center (WRC) is equipped with state-of-the-art exercise and cardiovascular fitness equipment. In addition to free weights, the center provides resistance and in addition to free weights, the center provides resistance and sectorized equipment, steppers, upright and recumbent bicycles, treadmills, rowers, and ellipticals. Two basketball gyms, locker rooms and a Pro Shop are also available. The WRC is located west of the Student Health Services Complex near Parkview Hall.

Over 75 free PantherFIT group fitness classes per week are scheduled in the WRC. Free group exercise classes are offered throughout the year including: Hardbodies, Pilates, Ultimate Abs, and Zumba®, as well as specialty classes such as Yoga, Group Cycling, and Capoeira. Fitness orientations, body composition evaluations, and personal training are also featured. Non-credit fitness workshops and American Heart Assoc. (AHA)/CPR/AED certifications are offered.

The Wellness and Recreation Center - BBC is located on the first floor of the Wolfe University Center (WUC), Room 160. The 70,000 square foot Center which includes an aquatic training facility, home to FIU's four-time Conference USA Women Swimming and Diving Champions. The WRC - BBC features 21 cardiovascular machines with a TV/Video Village, locker rooms and showers and state of the are *LifeFitness* selectorized, and *Hammer Strength* fitness equipment. Additionally, there is a Group Exercise aerobics studio with ballet bars. The WRC - BBC hosts Cardio vascular group exercise classes include Yoga, Hip Hop Dance, Belly Dancing, Body Sculpting, Dance Aerobics, Cross-Fit and Zumba®. Free massages are offered on Mondays. Additionally, the Wellness & Recreation - BBC offers Kayaking, Nighttime Kayaking and Stand-up Paddle Board excursions from our Outdoor X program. Make sure to stop in and participate in our complimentary Bike Share program available to all of our student participants.

The two campuses offer other facilities for recreational use. The Tennis Centers on BBC campus offers lighted courts, and tennis lessons are available. The BBC Aquatic Center and MMC Panther Hall Pool provide on-campus swimming opportunities. Student Learn To Swim Programs are available at the BBC Aquatic Center and we have the student club of the year, Poseidon's Panthers. Additionally, water polo classes, triathlon training and Masters Swimming classes are offered weekly at the BBC Aquatic Center. At MMC, students have free access to nearby Tamiami Pool during the week from noon-3:00pm. At MMC, the WRC houses two indoor racquetball courts and one squash court available on a reservation basis. A



current, activated Panther OneCard ID is required for access to all recreation facilities and programs.

Other areas of interest include adventure recreation programs (offering outdoor experiential education trips in and out-of-state), sport clubs, the Lose It Weight Loss Program, and special events.

Both Wellness and Recreation offices provide student employment opportunities as sports officials, Membership Assistants, Facility Attendants, Building Supervisors, Lifeguards, group fitness instructors, personal trainers, and office assistants. MMC is home to the FIU Bike Shop for repair services and retail sales.

Location:

Wellness and Recreation Center – MMC desks: (305) 348-2575 or 305-348-2951

Wellness and Recreation Center – BBC: (305) 919-5678

WRC – MMC Membership Desk: (305) 348-2951

MMC Panther Hall Pool: (305) 348-1895

BBC Aquatic Center: (305) 919-4549

IM Sports: (305) 348-1054 (MMC), (305) 919-4595 (BBC)

Tennis Center: (305) 348-6327 (MMC), (305) 919-4595 (BBC)

MMC Racquetball reservations: (305) 348-2900

Bike Shop: (305) 348-4880

Web sites: <http://recreation.fiu.edu> and <http://bbcrc.fiu.edu>.

## MULTIFAITH COUNCIL

The Multifaith Council serves student groups involved in a variety of activities. Professional representatives from various faiths are available for personal appointments. Individual denominations sponsor campus-wide programs including worship, study groups, social gatherings, and cultural events. Campus Ministry sponsors programs and activities that are non-denominational.

Location: GC 318, Modesto A. Maidique Campus, (305) 348-3902; Biscayne Bay Campus, (305) 919-5247.

## OFFICE OF THE OMBUDSPERSON

The Ombudsman Office acts as an impartial and confidential forum to assist students who have encountered problems or conflicts at the University, particularly problems or concerns not adequately addressed through normal channels. This may include correcting processes or procedures that hinder resolving the issue or are causing an inordinate delay. The Ombudsman may resolve problems through various methods, including making inquiries to the appropriate university department for review. The Ombudsman should be utilized in situations where all areas of appeal have been exhausted or proven unsuccessful.

Location: GC 219, Modesto A. Maidique Campus, (305) 348-2797. E-mail: [ombuds@fiu.edu](mailto:ombuds@fiu.edu)

## STUDENT CONDUCT AND CONFLICT RESOLUTION

Student Conduct and Conflict Resolution serves the FIU community by educating members about the Student Code of Conduct and the value of respecting others. Through the student conduct process, we hold students accountable for their behavior in a fair and developmental manner while upholding the rights of the community.

The Office of Student Conduct and Conflict Resolution:

- Holds students accountable for violations of the Student Code of Conduct by administering the student conduct process.
- Selects and trains the members of the Student Conduct Committee and hearing officers.
- Provides educational programs for faculty, staff, and students regarding the student conduct process; ethics and integrity; conflict resolution; and dealing with disruptive students in the classroom.
- Provides referrals to support resources to community member who may be victims of misconduct.
- Provides student conduct record background checks for various agencies (E.g. federal agencies, Graduate Schools, Florida Bar Examiners).
- Manages admissions clearances: The University reserves the right to review the case of any student who has been involved in misconduct prior to admission to determine eligibility for admission.

Please refer to the Student Code of Conduct section in the [FIU Student Handbook](#) for more information regarding the student conduct process and procedure. To report a possible violation of the Code of Conduct or a Student of Concern, visit the SCCR website at [conduct.fiu.edu](http://conduct.fiu.edu). The Office of Student Conduct and Conflict Resolution is located in Graham Center, room 311 at the Modesto A. Maidique Campus, (305) 348-3939, [conduct@fiu.edu](mailto:conduct@fiu.edu).

Web site: [conduct.fiu.edu](http://conduct.fiu.edu).

## STUDENT MEDIA

Student media at FIU include PantherNow print, PantherNow, and The Roar radio.

PantherNow Print is an editorially independent publication produced by students and distributed at not cost. PantherNow keeps the University community informed about campus news, events and activities; serves as a forum for opinion and commentary concerning campus related topics; and protects the interests of the University community and its component parts. It is published on Wednesdays during the fall and spring terms, except during holiday breaks. It is also published eight times during the summer term. Students can work on the staff in news and features, photography, and/or advertising. No prior experience is required.

The Roary is FIU's radio station located at 88.1, 95.3 (MMC), and 96.9 (BBC) FM. Its programming is an eclectic mix of the latest music on the cutting edge, FIU sports play-by-play, and news. Programming also includes daily specialty shows that cover the music spectrum. The station operates 24 hours seven days a week. The station provides a means for students to acquire experience in various disciplines related to the broadcast industry, including hands-on experience in a realistic, business-like setting encompassing teamwork and professional standards. Students can work in areas such as broadcasting, business, promotions, and/or engineering. Prior experience is not required.

PantherNow, is a multi-media website that incorporates all of student media. Not only can you read about an event, but you can also listen and watch it with PantherNow's streaming video. The website is updated five days a week. PantherNow accepts advertising.

Location: **Panther Press**, GC 210, Modesto A. Maidique Campus, (305) 348-2709; WUC 220, Biscayne Bay Campus, (305) 919-4722. WRGP The Roar, GC 319, Modesto A. Maidique Campus, (305) 348-3071; panthernow.com, GC 210, Modesto A. Maidique Campus.

## UNIVERSITY CENTERS

The University Center on each campus provides vital services to students and the University community. The Graham University Center (GC) at Modesto A. Maidique Campus and the Wolfe University Center (WUC) at Biscayne Bay Campus are the focal points for the University community to meet and interact in an educational and vibrant environment. The Centers' staff coordinate the scheduling of space and assist with the production of student and university sponsored events.

As the hub of University life, these centers house the offices of Student Government Association (SGA); Campus Life; Student Programming Council (SPC); Council of Student Organizations (CSO); Student Organization Council (SOC); and Office of Fraternity and Sorority Life.

### Graham Center

The Graham Center building has offices, retail stores, food outlets, academic classrooms and event venues. The offices that offer student support services are the Office of the Senior Vice President for Academic & Student Affairs, Ombudsperson Office, Campus Life, Center for Leadership and Service, Disability Resource Center, Multi-faith Council, Office of Multicultural Programs and Services, Office of Orientation and Parent Programs, Student Conduct and Conflict Resolution, Student Media, Upward Bound and Pre-College Programs, Counseling and Psychological Services and Women's Center. **Panther Press** student newspaper and The Roar student radio station (WRGP) keep offices and production rooms at the Graham Center.

The Graham Center also offers the following services: event planning, audiovisual/multi-media support, state-of-the-art computer labs, Lost and Found, ATMs, locker rentals, notary public service, vending machines, and Kaplan Test Preparation classes. Additionally, GC offers event facilities such as: meeting rooms, ballrooms, and auditoriums for lectures, banquets, receptions, and weddings. The 23-classroom wing -- located on the second floor and interconnecting with the Barnes & Noble café -- has a large lounge ideal for individual and group studying. University community can enjoy entertainment and the arts by visiting the Student Art Gallery and Piano Lounge, and the Porter Davis Game Room.

The GC mini-mall offers a variety of food locations: The 8<sup>th</sup> Street Campus Kitchen serves breakfast, lunch and dinner in an all-you-care-to-eat style. Other offerings include, Faculty Club, Recharge-U convenience store, Jamba Juice, Pollo Tropical, Subway, Burger King, Almazar, Sushi Maki, Bustelo Café and Sergio's Cuban Café & Grill. Other retail venues include: Barnes and Noble Bookstore (with Starbucks Café), Santi's Hair and Nail Salon, Golden Touch Haircuts & Shaves, Panther's Dry Cleaners, Panther TECH store and Ricoh@FIU (Copy Center, packing and shipping). The administrative offices of the Graham Center are located in GC 1210, at the Modesto A. Maidique Campus, The main office number is

(305) 348-2297 and the web site is [grahamcenter.fiu.edu](http://grahamcenter.fiu.edu).

### Wolfe University Center

The Wolfe University Center (WUC) is located at the heart of FIU's Biscayne Bay Campus. It is home to the 300-seat Mary Ann Wolfe Theater, houses a state-of-the-art computer lounge, five large meeting rooms, and a multi-purpose ballroom. A multi-purpose dining and catering facility, the Wellness and Recreation Center, and several comfortable study lounges are also provided in the facility. A recent renovation to Panther Square, the Center's lobby and student programmatic space, creates a high-tech destination on campus where students can study, connect with others and host events.

The Center is also host to the Team Ropes Adventure Challenge (TRAC), one of the most complete and professional team-building training programs in South Florida. TRAC is an experiential education program that focuses on human development and group dynamics. Participants will learn new skills through a series of adventure-based activities that provide training in leadership, teambuilding development, communication, and problem solving skills.

Center tenants include Academic & Student Affairs departments for Disability Resource Center, Multicultural Programs and Services, Career Services, Health Promotion Services, and Counseling and Psychological Services. University support offices include the University Credit Union, the FIU One Card Office/Wells Fargo, Ricoh @ FIU (copy center, packing and shipping), vending machines, ATMs, Lost and Found, Career and Talent Development, and International Student and Scholar Services. The administrative offices of the Wolfe University Center are located in WUC 325 at Biscayne Bay Campus, (305) 919-5800 and website is [wuc.fiu.edu](http://wuc.fiu.edu).

The Barnes and Noble University Bookstore is located on the first floor at both University Centers.

Location: GC 2200, Modesto A. Maidique Campus, (305) 348-1506; WUC 130, Biscayne Bay Campus, (305) 919-5359.

### Victim Empowerment Program

See Counseling and Psychological Services

## WOMEN'S CENTER

The Women's Center at FIU provides numerous programs and services to support FIU students in their personal, academic, and professional development. The Women's Center collaborates and coordinates with other university departments and student organizations to meet the needs and enhance the lives of our diverse female population. While our programs and services focus on women, they are open to the entire community and include referrals, leadership, and volunteer opportunities. We educate and advocate for systemic changes that will improve the lives of everyone on campus.

Our curriculum includes the following programs:

- Sisterhood Retreat (Women's Empowerment Weekend)
- Women Who Lead Conference
- Workshops and Discussion Series (also available by request)
- National Love Your Body Day events
- International Day for the Elimination of Violence Against Women

- Sexual Assault Awareness Month events including Take Back the Night
- FIU Gender Equity Coalition (FIUGE) student organization
- National Organization for Women (NOW) student organization
- Generation Action student organization
- UN Women (USNC-UN Women) student organization

Location: GC 212, Modesto A. Maidique Campus, (305) 348-1506; WUC 353, Biscayne Bay Campus, (305) 919-5359.

Web site: [women.fiu.edu](http://women.fiu.edu).

## STUDENT COMPLAINTS

Florida International University supports the rights of students to file complaints and grievances, and appeal judicial outcomes and other University decisions concerning students in an environment free of fear, retaliation, or other adverse consequences.

The Student Handbook directs students to procedures for filing student grievances on academic and non-academic matters, for appealing student misconduct charges, and for lodging specific complaints, including discrimination or harassment, and appealing those decisions. [Student Handbook](#) Information on the grievance policy and procedures can also be found on the [Integrity Website](#), <http://integrity.fiu.edu>.

### Complaint Procedures to Oversight Agencies

Procedures are available to allow students to file complaints with the Florida State University System Board of Governors as well as the regional accrediting agency, The Southern Association of Colleges and Schools Commission on Colleges (SACSCOC).

The Florida Board of Governors (BOG) has grievance procedures in place for students seeking to file a complaint. However, students are encouraged to resolve university concerns by contacting the campus office responsible for the area relevant to the complaint. Further, if dissatisfied with the response, the student may contact the relevant area supervisor, director, department chair, or dean at FIU for resolution.

There are a number of venues for making a complaint to the BOG. The [BOG Website](#) provides information regarding filing a complaint.

The Southern Association of Colleges and Schools Commission on Colleges complaint procedure states: "SACSCOC expects individuals to attempt to resolve the issues through all means available to the complaint, including following the institution's own published grievance procedures before submitting a complaint to SACSCOC". The SACSCOC website provides information for filing a SACSCOC complaint. [SACSCOC Website](#)

## STUDENT FOOD PANTRY

The Student Food Pantry is available to all currently enrolled students located at both the Modesto A. Maidique

Campus (MMC) and the Biscayne Bay Campus (BBC). The purpose of the pantries is to serve FIU students in need. No proof of need is required. Students can access the Pantry weekly taking up to 10 pounds of food each week. The BBC Student Food Pantry is located in WUC 353. The MMC Student Food Pantry is located in GC 319. Both Pantries are overseen by the Center for Leadership and Service. Food donations are supported by students, staff, faculty, student organizations, members of the community. Location: GC 319, Modesto A Maidique Campus, (305) 348-3204; WUC 353, Biscayne Bay Campus; (305) 919-5360. For more information please visit [go.fiu.edu/studentfoodpantry](http://go.fiu.edu/studentfoodpantry).

## VETERANS INFORMATION

The Office of Veteran and Military Affairs assists all veterans and their dependents who wish to receive VA educational benefits. The Office also provides personal counseling, fee deferments, tutorial assistance, and workstudy jobs. The VA Office is located in "The Tower" at the center of the Modesto A. Maidique Campus; and in ACI100, Biscayne Bay Campus.

Veterans who are planning to attend the University should contact the Office of Veteran and Military Affairs two months prior to the anticipated date of entry. Such time is required to expedite the processing of paperwork for educational allowances from the Veterans Administration.

### Training Status

Full time	12 Credits
3/4 time	9 Credits
1/2 time	6 Credits
Less than 1/2 time	5 Credits

### Rate of Payments/Number of Dependents

For rate of monthly payment of educational allowances for veterans and dependents, please contact the Office of Veteran and Military Affairs.

For additional information regarding other Veterans Educational Programs, contact the Office of Veteran and Military Affairs at "The Tower" on the Modesto A. Maidique Campus, (305) 348-2838



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