

***Advanced Career Preparation***

**SPM4940 – Advanced Career Preparation**  
FALL 2022 (2 credit hours) Section Z0DD

**Dr. Douglas DeMichele**  
330C Florida Gym

**Email: [demiche@hhp.ufl.edu](mailto:demiche@hhp.ufl.edu)**  
**352-294-1660**

**Office Hours:** T 8:30 – 10:30 am  
Th 8:30 – 10:30 am

**Class Meets:** Matherly Hall room 0251 @ 11:45 – 1:40  
Can also access course through Canvas on UF e-Learning  
(<https://elearning.ufl.edu/>) and the Canvas mobile app by  
Instructure.

Chairperson

Dr. George Cunningham  
Department of Sport Management  
300 Florida Gym  
<http://www.hhp.ufl.edu/spm/>

**Honor Code**

**“We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: “On my honor, I have neither given nor received unauthorized aid in doing this assignment.”**

**Course Overview:**

Live class meets Tuesdays from 11:45 am – 1:40 pm (on-line course will have pre-recorded lectures) and consists of lectures, discussions, and presentations from guest speakers.

**Course Description:**

SPM 4940 provides students with the opportunity to gain practical experience within a sport management agency. Students will be able to apply their skills and knowledge as an agency volunteer in their particular option area. Students are expected to utilize leadership and management skills to enhance participant involvement and agency operations. In addition, the course has been designed to assist the student in the transition from student to a paid professional. The student will become familiar with resources necessary to find potential

internship sites and to increase his or her knowledge regarding professionalism and business practices. Upon the successful completion of this course, all students will have finished their practical field experience requirement (60 hours) and have the tools necessary to submit a quality proposal for their required internship (many packets will be submitted during the term). During the course, we will provide resources to help you generate and modify your resume and cover letter, help you position your credentials more effectively as you pursue a senior internship, help you refine your site assessment skills, and we will also require you to practice one of the most important success prediction skills, the personal interview.

Students are required to complete a 12 credit 480-hour internship as the culminating requirement of their degree plan....which will be completed after all other coursework has been fulfilled.

We have encouraged students to complete practicums during the summer term, so the UF summer requirement can be fulfilled and they can advance their degree while living at home or in a community outside of Gainesville.

The final internship and practicum experiences for options 2 and 3 must be approved in advance by the Internship Coordinator. Therefore, until the site and plan are officially approved, please do not begin any hours for UF credit. Students need to be aware of deadline dates and submit their practicum or internship packet proposals on time (**October 28<sup>th</sup> for a Spring 2023 Internship**).

It is the student's responsibility to submit a completed internship packet by the assigned deadline; late submittals **will only be considered if time permits and the student communicates with Dr. DeMichele**.

#### **Course Objectives:**

1. To prepare students for the internship experience or a senior practicum.
2. To foster the development of career objectives.
3. To facilitate experiences in which students can evaluate strengths and needs related to a career.
4. To provide information regarding the preparation for an internship.
5. To provide information regarding issues related to the world of work.
6. To provide information related to professional development.
7. To provide formal field experience(s) of at least 60 total documented clock hours in appropriate professional recreation organizations/agencies prior to internship.

#### **Recommended Text:**

**Professionalism: Skills for the Workplace** by Anderson & Bolt 3<sup>rd</sup> Ed. (2013). Pearson Ed Inc.  
Prentice Hall Publisher

There are no supply or material fees for this course

**Special needs:** If you are aware of your disability or might be concerned you have a disability, please register with the Disability Resource Center by visiting their Get Started page at <https://disability.ufl.edu/students/get-started/>, call them at 352-392-8565, online <https://accessibility.ufl.edu/>, or visit the Dean of Students Office. Once registered, please visit with me or send me an email during the first two weeks of class to provide me with a copy of your accommodation letter to ensure I fully understand your needs. It is my goal to provide you with the tools necessary to ensure you are successful in the classroom.

### **Guidelines:**

It is expected that all students arrive on time, are prepared for class, and that all cellular phones and Internet connections are turned off during class (portable computers are not to be used unless you have note taking permission from the ADA Office or you sit you in the front row/s). Reading the newspaper or disrupting the class will not be tolerated. Eating in class is against HHP policies. If at any time you feel the need for assistance and/or information concerning the course, see the instructor as soon as possible.

### **Course Grading:**

There are 500 total points for the class. The class will be graded based upon the following items and all items must be submitted online through Canvas.

1. Agency Sign-up Form (10 pts) and Course Contract (5 pts) ..... 15 pts
2. Completed Internship Packet ..... 55 pts  
(Includes Proposal Form-10 pts, 13-Week Plan-15 pts, 5 Questions-15 pts, Academic Clearance Form-15 pts and photo)
3. Class assignments (5 @ 10 pts each) ..... 50 pts
4. 30-hour Reports (2 @ 60 pts each) ..... 120 pts  
You only need one summary report; submitted after all 60 hours are completed
5. Newell Fox Seminar (2 required assignments; 15 pts each) ..... 30 pts
6. Supervisor Final Evaluation & Student Summary (20 pts each)..... 40 pts
7. Professional interview ..... 25 pts
8. Budget Assignment ..... 15 pts
9. **Career Prep Portfolio (25 pts each)** ..... 150 pts
  - Career Goal Setting Assignment
  - Personal Philosophy/5 year-plan (500-750 words)
  - Resume
  - Cover Letter (12) (Use of "I" more than eight times in Cover Letter will result in a deduction of 10 points)
  - Career counseling interview with Dr. DeMichele (15-30 min): by appointment
  - Mock Interview

**Each assignment in the Career Prep Portfolio is worth 25 points individually; however, if all six assignments in the portfolio are not submitted, there will be a deduction of 50 points from the final grade.**

### **Academic Clearance Forms:**

Please be sure to complete the Academic Clearance Form with your academic adviser (Laine Hatcher, or Paul Higgerson). It will be necessary to schedule an appointment or see the adviser during walk-in hours from August 24<sup>th</sup> – October 28<sup>th</sup>. **Please plan ahead and do not wait until the middle of October as appointments fill up.** This form can be completed with the Adviser prior to securing an internship site.

**The adviser will give you a copy of the Academic Clearance Form. The form is part of the internship packet assignment, so please be sure to submit a copy of the completed clearance form with the internship packet assignment on Canvas.**

### **Mock Interview (25 Points):**

Students will have the option to participate in a mock interview through the Career Connections Center (25 points), be interviewed by a seasoned professional in the field (25 points) or participate in an in-class interview (available for 4 students; 25 points). The purpose of this exercise is to simulate a “real” job interview for the benefit of improving interviewing skills. If completed by the CCC you will receive a form from a CCC professional. **If completed by an industry professional, the professional should note 3 positives and 3 areas for improvement as well as sign off on the paper (there is no formal worksheet).**

Interview appointments can be confirmed on the CCC website ([career.ufl.edu](http://career.ufl.edu)) early in the semester; there is limited availability. Students who are not residing in Gainesville should make an appointment with an industry professional early in the semester or use the CRC’s online webcam mock interview option.

**Students interested in the in-class option should notify the instructor early in the term.**

### **Professional Interview (25 Points):**

Students are asked to interview a professional they aspire to be (the professional must have at least one year experience but may have as many as 40+ years). This individual should be a seasoned professional employed in a position of responsibility (20 points). The purpose of the assignment is for the student to examine a path of success and to inquire from the professional about possible avenues of choice related to their career enhancement and advancement.

Although we encourage students to seek guidance from their parents, the **professional interview cannot be completed with a family member and must be completed with a professional in the industry of the student’s major.**

**Budget Assignment (15 points):**

Students will be required to create a projected budget earning \$40,000 **with no family support**. A template will be provided on Canvas and students will fill out the various financial categories. **You must allocate all \$40,000.**

**Mandatory class requirements**

Complete and submit reports validating 60 hours of supervised field work with the same site by the deadlines. Even if all other class requirements are successfully completed, the student will NOT pass the course unless ALL 60 hours have been successfully completed. There is no provision for incomplete grades in this course due to non-completion of field hours.

Submit a completed real or mock internship packet (see list below) by the **October 28<sup>th</sup>** packet deadline.

**60 Hours of Field Experience [paid or unpaid] (120 Points):**

Sixty (60) hours of field experience are **required for successful completion of this course**. Without validation of completion of the full 60 hours by the last day of class, students will not be able to pass the class; incomplete grades will not be issued. The purpose of the 60-hour experience is to expose the student to real world situations in a professional setting complementary to the degree specialization. **The 60 field hours cannot count towards the Practicum requirement.**

When the agency representative is interviewing the student, schedules should be compared for compatibility. The student and the agency representative will develop a realistic working schedule. Upon being finalized, the student must adhere to the agreed upon schedule. Remember that Holidays/university breaks for the university may not coincide with the agency's days off. The field experience should include leadership training in the student's particular option area and not be limited to clerical work or manual labor.

The **Agency Sign-up Form** is required for all field experience sites and must be submitted on Canvas no later than **October 11<sup>th</sup>**. Additionally, please ensure the Internship Director approves your site via a comment on Canvas when the assignment is graded. Students are encouraged to secure an approved site as soon as possible (once approved, the student can begin working toward the 60-hour requirement). Throughout the volunteer/paid experience, two 30-hour reports are to be turned in (see schedule below), and **a separate report must be turned in after each 30-hour segment is completed.**

### **Complete Internship Packet (55 points):**

The packet must be submitted electronically on Canvas as a **single attachment** in the order below. There are scanners available free of charge on the second and third floors of Library West. If you need to combine multiple pdfs into one document, you can do so here:

<http://www.pdfmerge.com/>. Early submissions of the Internship Packet are encouraged.

The grade for your internship packet will be evaluated based upon:

1. A completed **Internship Proposal Form** or **Mock Internship Proposal Form**.
2. **Answers to the 5 questions** found on page 2 of the internship proposal form.
3. A detailed **12-week plan** for your internship (examples available on Canvas).
4. The **Academic Clearance Form** which must be completed with your adviser. Contact your Departmental Academic Adviser

**SPM Students** – Paul Higgerson ([phiggerson@ufl.edu](mailto:phiggerson@ufl.edu)) or Laine Hatcher ([hatcher.la@ufl.edu](mailto:hatcher.la@ufl.edu))

5. Submit a professional **electronic photograph** (this item can be submitted as a separate file from the rest of the packet).

**Be sure to submit the completed clearance form on Canvas. Your adviser will not submit this document for you.**

**International internships** require a Proposal form from the UF International Student Center as well. Please consult with Dr. DeMichele if you plan to complete an international internship.

Please note that site supervisors must not change during the internship without UF approval; be sure to secure a supervisor who can mentor you during the entire internship.

Mock packets should be submitted for a grade for students who will not intern in the summer semester. For the mock packet, please select a site you may be interested in pursuing for a future internship. Complete the proposal form, answer the questions and build a plan for that site.

**Students completing mock packets will still need to complete the Academic Clearance Form and photograph.**

### **Best Practices:**

Over the years, SM students have been pursuing internship experiences in the state of Florida, throughout the southeast US, across the nation and several students have pursued international internships. Although there may be site specific decisions that most students

make, we have encouraged all students to consider the following best practices prior to searching for and securing their senior internship.

1. Consider internship experiences that will expand rather than duplicate your current skillset.
2. Consider internships that will generate new professional contacts and potentially open avenues for full-time employment.
3. Consider internships in communities where you may intend to reside for a few years; many previous interns have been offered fulltime positions following the internship experience.
4. Consider organizations that provide leadership, fiscal responsibility and identifiable duties and responsibilities throughout the 12-week term. One concern we do have however, is that the internship site does not require our students to generate new business (cold calls, etc.), rather students are focused on business decisions and approaches that evaluate current strategies, personnel, marketing campaigns and new offerings provided by the agency.
5. Consider internships where you can learn under the leadership of a seasoned mentor but (like an athlete would) assume the site itself is valuable even if the mentor is promoted or leaves the organization.
6. Consider internships where you are frequently rotated through several departments.
7. If compensation (paycheck, food, housing, phone, computer, vehicle) is an expectation for the student, Please be sure to seek internships or experiential learning opportunities that provide more than a paycheck. Please keep in mind that student have pursued several outstanding internships that were not compensated but yielded exceptional job prospects.

**Additionally, we have encouraged students to highly consider liability insurance, CPR, First Aid and AED training prior to completing the senior experience, but these items are not mandatory. If you might experience background check challenges due to a past situation, be sure to allow sufficient time to rectify your clearance.**

**Certificate of Liability Insurance** with a recommended amount of \$1,000,000 of coverage.

Forrest T. Jones is recommended because it is the least expensive provider we have found for our students. If you decide to secure insurance with FTJ, please follow these instructions for doing so:

-In order to obtain the student discount on the liability insurance from FTJ, you must first become an undergraduate member of Shape America for a cost of \$79. In order to obtain this membership, go to <http://www.shapeamerica.org/about/membership/> and click "Join Online" and follow the membership application from there. Please note that you DO NOT need to submit a confirmation page from Shape America for your internship packet.

-Once you complete this, go to [www.ftj.com](http://www.ftj.com) to obtain your professional liability insurance for a cost of \$25. On the FTJ site, under Association Members, select "Education" from the drop-down menu under Select Profession; select "Shape America" from the drop-down menu under Select Association; enter your zip code; and click Go. From there, under Professional Liability Insurance, click "Student Educator Professional Liability Plan." On the next page, click "Enroll Now" and follow the prompts from there to obtain your insurance. Complete the enrollment process online rather than by mail when given the option between the two on the next page.

-You will receive several confirmation pages once you obtain the insurance. For your internship packet, please be sure to print and submit the page that says "Certificate of Insurance" at the top.

**Adult, child, and infant CPR/AED and First Aid** certifications offered through the American Heart Association or American Red Cross are recommended.

**Please note that assignments will be collected in class and/or submitted on Canvas.** Attendance and your involvement in class discussions are a critical component of the course. Additionally, as part of the transition to becoming a professional, the student will need to adhere to assignment deadlines. Late assignments will result in a minimum deduction of 5 points and will not be accepted more than 10 days after they are due. **Assignments submitted after December 7<sup>th</sup> will not be accepted.** Canvas will be used to post all grades, the syllabus and the notes/projects for the class, with the final grade assigned according to the following grading scale:

A	=	465 - 500.0
A-	=	450 - 464.9
B+	=	435 - 449.9
B	=	415 - 434.9
B-	=	400 - 414.9
C+	=	385 - 399.9
C	=	365 - 384.9
C-	=	350 - 364.9
D+	=	335 - 349.9
D	=	315 - 334.9
D-	=	300 - 314.9
E	=	Below 300 points

- Technology problems are not acceptable excuses for late assignments or missed exams.
- Refer to the Course Schedule and/or Canvas for assignment due dates.

\*For more on grading please visit:

<https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

<b>Fall 2022</b>	<b>TENTATIVE CLASS SCHEDULE</b>
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Guest speakers have been scheduled to supplement the class schedule; however, students are expected to attend all classes.

August 30	Orientation to Class – Introduction Personal Philosophy
September 6	Guest Speaker: Fitz Koehler (Fitzness International)
September 13	Guest Speaker: David Lucier (Law School) Tony Davis (Past MLB player/Financial planner) Resume and Cover Letter Development

The next two weeks will involve a mini-seminar that will be conducted by Mr. Newell Fox, a local business professional and entrepreneur. The sessions will last the entire class period and students can expect to have a quiz each week (worth 15 points/each). Responses will be submitted in class unless otherwise noted.

September 20                      Newell Fox: Selling Yourself

September 27                      Newell Fox: Closing the Sale

October 4                              Guest Speaker: Tiffany Griffith (Career Connection Center)  
Tami Herchel: HHP Career Development  
**Career Goal Setting due**  
**Resume and Cover Letter due**

**OCTOBER 5                              HHP Career Fair in the Florida Gym (10 am – 2 pm)**

October 11                              Brian Avery/ Shelley Lyle DELO  
**Personal Philosophy due**  
**Agency Sign-up and Course Contract due**  
**Career Counseling with Dr. D. due**

October 18                              Laura Barnes Industry Advisory Board Liaison

October 25                              Guest Speaker (Dan Glassman)

**1<sup>st</sup> 30-hour report due October 28<sup>th</sup> is the last day to submit a REAL internship proposal for Spring 2023. MOCK packets are also due by this date. Please remember that Academic Clearance Forms completed by the adviser are due with the packet.**

November 1                              Interviewing & Personal Branding (CJ Faulk)  
Discuss Measurable Goals

November 8                              Guest speaker: James Di Virgilio (Financial Planning)  
**Professional Interview due**

November 15                              Rayven Crisafulli Transitioning from college to professional life

November 22                              Field hour day no class.

November 29                              In-class interviews (4 students may participate; sign up in class)  
**Budget Assignment due**

December 6                              Fringe Benefits and Cost of Living  
**Mock Interview due**  
**Final Supervisor Evaluation due**

## 2<sup>nd</sup> 40-hour Report due

**For advising:** Contact your Sport Management Academic Adviser Paul Higgerson ([phiggerson@ufl.edu](mailto:phiggerson@ufl.edu)) or Laine Hatcher@ufl.edu

### Future Internship Deadlines:

For Spring 2023                      Packet submission deadline is October 28<sup>th</sup>, 2022

For Summer 2023                    Packet submission deadline is March 24<sup>th</sup>, 2023

For Fall 2023                         Packet submission deadline is June 23<sup>rd</sup>, 2023

### Copyright Statement:

The materials used in this course are copyrighted. The content presented is the property of UF and may not be duplicated in any format without permission from the College of Health and Human Performance and UF, and may not be used for any commercial purposes. Content includes but is not limited to syllabi, quizzes, exams, lab problems, in-class materials, review sheets, and additional problem sets. Because these materials are copyrighted, you do not have the right to copy the handouts, unless permission is expressly granted. Students violating this policy may be subject to disciplinary action under the UF Conduct Code.

### Other Resources

#### ZOOM

- Zoom is an easy-to-use video conferencing service available to all UF students, faculty, and staff that allows for meetings of up to 100 participants. You can find resources and help using Zoom at <https://ufl.zoom.us>.

#### COURSE EVALUATIONS

- Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

#### CHANGING NAME DISPLAY IN CANAVAS

- It is important to the learning environment that you feel welcome and safe in this class and that you are comfortable participating in class discussions and communicating with

me on any issues related to the class. If your preferred name is not the name listed on the official UF roll, please let me know as soon as possible by e-mail or otherwise. I would like to acknowledge your preferred name, and pronouns that reflect your identity. Please let me know how you would like to be addressed in class, if your name and pronouns are not reflected by your UF-rostered name.

- You may also change your “Display Name” in Canvas. Canvas uses the "Display Name" as set in myUFL. The Display Name is what you want people to see in the UF Directory, such as "Ally" instead of "Allison." To update your display name, go to [one.ufl.edu](http://one.ufl.edu), click on the dropdown at the top right, and select "Directory Profile." Click "Edit" on the right of the name panel, uncheck "Use my legal name" under "Display Name," update how you wish your name to be displayed, and click "Submit" at the bottom. This change may take up to 24 hours to appear in Canvas. This does not change your legal name for official UF records.

### **INCLUSION, DIVERSITY, EQUITY, AND ACCESSIBILITY (IDEA) RESOURCES**

- It is my intent that students from all diverse backgrounds and perspectives be equitably served by this course, that students' learning needs be addressed, and that the diversity that students bring to this class are viewed as inclusive as a resource, strength, and benefit. It is my intent to present materials and activities that are respectful of diversity: gender identity, sexuality, disability, age, socioeconomic status, ethnicity, race, nationality, religion, and culture. Your suggestions are encouraged and appreciated. Please let me know ways to improve the effectiveness of the course for you personally, for other students, or student groups.
- For suggestions or concerns related to IDEA, please reach out to any of the following:
  - Dr. Christine Wegner, SPM IDEA Liaison, [christinewegner@ufl.edu](mailto:christinewegner@ufl.edu)
  - Dr. Cyntrice Thomas, SPM Graduate Coordinator, [cthomas10@ufl.edu](mailto:cthomas10@ufl.edu)
  - Dr. Cynthia Willming, SPM Undergraduate Coordinator, [willming@hhp.ufl.edu](mailto:willming@hhp.ufl.edu)

### **IN-CLASS RECORDINGS**

- Students are allowed to record video or audio of class lectures. However, the purposes for which these recordings may be used are strictly controlled. The only allowable purposes are (1) for personal educational use, (2) in connection with a complaint to the university, or (3) as evidence in, or in preparation for, a criminal or civil proceeding. All other purposes are prohibited. Specifically, students may not publish recorded lectures without the written consent of the instructor.
- A “class lecture” is an educational presentation intended to inform or teach enrolled students about a particular subject, including any instructor-led discussions that form part of the presentation, and delivered by any instructor hired or appointed by the University, or by a guest instructor, as part of a University of Florida course. A class lecture does not include lab sessions, student presentations, and clinical presentations such as patient history, academic exercises involving solely student participation, assessments (quizzes, tests, and exams), field trips, and private conversations between students in the class or between a student and the faculty or lecturer during a class session.

- Publication without permission of the instructor is prohibited. To “publish” means to share, transmit, circulate, distribute, or provide access to a recording, regardless of format or medium, to another person (or persons), including but not limited to another student within the same class section. Additionally, a recording, or transcript of a recording, is considered published if it is posted on or uploaded to, in whole or in part, any media platform, including but not limited to social media, book, magazine, newspaper, leaflet, or third party note/tutoring services. A student who publishes a recording without written consent may be subject to a civil cause of action instituted by a person injured by the publication and/or discipline under UF Regulation 4.040 Student Honor Code and Student Conduct Code.”

### **COVID-19**

- In response to COVID-19, the following practices are in place to maintain your learning environment, to enhance the safety of our in-classroom interactions, and to further the health and safety of our neighbors, our loved ones, and ourselves.
- If you are not vaccinated, the University recommends you get vaccinated. Vaccines are readily available at no cost and have been demonstrated to be safe and effective against the COVID-19 virus.
  - If you are sick, stay home and self-quarantine. Please call your primary care provider if you are ill and need immediate care or the UF Student Health Care Center at 352-392-1161.
  - Course materials will be provided to you with an excused absence, and you will be given a reasonable amount of time to make up work.

### **ADDITIONAL STUDENT SUPPORT**

- **U Matter, We Care:** If you or a friend is in distress, please contact [umatter@ufl.edu](mailto:umatter@ufl.edu) or 352 392-1575.
- **Counseling and Wellness Center:** <https://counseling.ufl.edu/>, 352-392-1575.
- **Sexual Assault Recovery Services (SARS):** Student Health Care Center, 392-1161.
- **University Police Department:** 392-1111 (or 911 for emergencies) <http://www.police.ufl.edu/> .
- **Student Health Care Center:** Call 352-392-1161 for 24/7 information to help you find the care you need or visit [shcc.ufl.edu](http://shcc.ufl.edu).
- **UF Health Shands Emergency Room/Trauma Center:** For immediate medical care in Gainesville, call 352-733-0111 or go to the emergency room at 1515 SW Archer Road, Gainesville, FL 32608; [ufhealth.org/emergency-room-trauma-center](http://ufhealth.org/emergency-room-trauma-center).

### **ACADEMIC SUPPORT**

- **E-learning Technical Support:** UF HELP Desk - 352-392-4357 (select option 2) or e-mail to Learning-support@ufl.edu. <https://lss.at.ufl.edu/help.shtml>
- **Career Connections Center, Reitz Union:** 392-1601. Career assistance and counseling. <https://career.ufl.edu/>
- **Library Support:** <http://cms.uflib.ufl.edu/ask>. Various ways to receive assistance with respect to using the libraries or finding resources.

- **Teaching Center, Broward Hall:** 392-2010 or 392-6420. General study skills and tutoring. <http://teachingcenter.ufl.edu/>
- **Writing Studio, 302 Tigert Hall:** 846-1138. Help brainstorming, formatting, and writing papers. <http://writing.ufl.edu/writing-studio/>
- **Student Complaints On-Campus:** <https://sccr.dso.ufl.edu/policies/student-honor-code-student-conduct-code/>
- **On-Line Students Complaints:** <http://distance.ufl.edu/student-complaint-process/>