

# Master's and Specialist Graduate Student Handbook

2023-2024



FLORIDA STATE UNIVERSITY  
*School of Information*

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*NOTE: Although we have tried to outline relevant policies in this document, students should refer to the documents maintained by offices which govern specific policies (e.g., the School of Information, Graduate School, Registrar's Office).*

## The Seminole Creed

Florida State University is a community dedicated to creating an inclusive and equitable campus. We honor each person's dignity and worth, while celebrating diversity. We recognize the importance of differing opinions and the free expression of all viewpoints through open-minded and civil dialogue throughout the campus community. We Uphold the Garnet and Gold by acting with integrity, demonstrating respect for ourselves and our community, holding ourselves and others accountable and representing Florida State University with strength, skill, and character.

Values and Morals at the Florida State University

The guiding ethical norm at FSU is responsible freedom. As a member of this community, I promise the following:

### *TRUTHFULNESS*

I will be honest and truthful at all times and work for personal and institutional integrity at Florida State University.

### *RESPECT*

I will show respect for others, the University, the community, and myself.

### *EXCELLENCE*

I will pursue excellence in my learning and living in the University and beyond.

### *FREEDOM OF SPEECH AND INQUIRY*

I will support academic freedom, including the right of dissent and freedom of speech.

### *CITIZENSHIP*

I will act as a responsible citizen in the University and beyond, participating in those activities fostering citizenship.

### *DIVERSITY*

I will learn from and about those who are different and work to make the University inclusive.

### *JUSTICE*

I will treat others in a fair manner and strive to make the University a community of justice.

### *DISCOVERY*

I will take time for adventure, discovery, fun, excitement, and friendship.

# Mission, Vision, Values, Goals, and Statement on Equity, Diversity, and Inclusion

## Our Mission

Faculty, staff, and students at the Florida State University School of Information (Florida's iSchool) recognize the profound importance of connecting people, information, and technology for the betterment of society. We demonstrate our commitment to universal information design, creation, access, use, and evaluation within a dynamic culture of emerging technology through innovative teaching, research, and service.

We are committed to preparing information professionals with the knowledge, skills, abilities, and attitudes to overcome information challenges in all organizations. Our dedication to innovative and interdisciplinary research, collaboration, service, and leadership; respect for diversity; and commitment to ongoing professional development make a vital contribution to the University's mission as a research-extensive institution.

## Our Vision

People-Information-Technology: Making Vital Connections

## Our Core Values

The School of Information is committed to:

- Excellence and innovation in research, teaching, and service;
- Interdisciplinary collaboration to actively engage and solve information problems;
- Service and leadership in the profession, nationally and internationally;
- Recognition and respect for ensuring diversity and inclusion, establishing access, and encouraging responsibility; and
- Continual professional development to meet the emerging demands of the information fields.

## Our Goals (revised August 22, 2019)

*Goal I: Deepen our Commitment to Continuous Innovation*

- Objective 1. Continue to develop a culture of information and technology innovation.

*Goal II: Amplify Excellence across our Academic and Research Programs*

- Objective 1. Define, develop, and empower an iSchool faculty for the future.
- Objective 2. Enhance the quality of iSchool education to contribute to the University's goal of preeminence in strategically important areas of study and research.
- Objective 3. Strengthen the excellence and reputation of the iSchool's graduate professional programs.
- Objective 4. Expand innovative strategies for teaching.

*Goal III: Realize the Full Potential of Diversity and Inclusion*

- Objective 1. Expand the iSchool's diverse and inclusive academic and research community through recruitment and retention.
- Objective 2. Encourage diversity and inclusion through hiring, training and retaining effective faculty.
- Objective 3. Expand and strengthen iSchool academic, co-curricular, and administrative initiatives that increase diversity and inclusiveness.
- Objective 4. Develop globally and culturally competent students who are prepared to succeed in an increasingly multicultural and international society.

*Goal IV: Foster Student Success on Campus and Beyond*

- Objective 1. Expand the iSchool’s high-impact programs of leadership development, and interactive community-building, including with alumni.
- Objective 2. Deepen the iSchool’s tradition as an integrated and interactive community without borders that makes a difference locally and abroad.
- Objective 3. Expand the iSchool’s academic support and advising.

*Goal V: Prepare our Graduates for 21st Century Careers*

- Objective 1. Expand experiential, cross-cultural, and collaborative learning to meet 21st century career needs.
- Objective 2. Provide students effective, impactful career advising and mentoring.
- Objective 3. Engage students in programs and services that prepare them for employment opportunities within and outside of the academy.
- Objective 4. Leverage technology and relationships with employers and workforce development agencies throughout Florida and beyond for the benefit of students and alumni.

*Goal VI: Encourage the College and the University to Continue to Invest in the iSchool and Its Reputation To Meet Their Goals and Strategic Priorities*

- Objective 1. Continue to build and promote a public identity for the iSchool that reflects our impressive academic strengths and achievements.
- Objective 2. Strengthen the iSchool’s financial foundation through grants and development initiatives.

## **Statement on Equity, Diversity, and Inclusion**

The School of Information at Florida State University is committed to advancing the well-being of people of diverse and underrepresented backgrounds. The iSchool promotes representation and inclusion across all age, socioeconomic, gender, sexual orientation, religious, racial, ethnic, and ability spectrums. We recognize that information professionals play an important role in addressing social issues such as information privacy and security, information access, and information ethics. Our curriculum, programs, and services are designed to connect people with information and technology to build a more inclusive society.

We seek to:

- Recruit, support, and retain faculty, staff, and students of diverse backgrounds
- Maintain a healthy and safe learning and working environment
- Foster engagement with alumni and other diverse stakeholders

# School of Information Contact Information

## Director – School of Information

- Dr. Charles C. Hinnant

## iSchool Student Services

- Kimberly Amos-Tata, Assistant Director – Academic & Student Services
- Amy Mosher, Graduate Academic Program Specialist – MS, MA in Information/Specialist in Information
- Chris Lau, Graduate Academic Program Specialist – MS in Information Technology

## Program Co-Chairs - MS in Information (all majors), MA in Information, and Specialist in Information

- Dr. Gary Burnett
- Dr. Margaret Zimmerman

## Program Chair – MS in Information Technology

- Dr. Zhe He

## Program Chair – Ph.D. in Information

- Dr. Mia Lustria

School of Information Faculty/Staff Directory: <https://ischool.cci.fsu.edu/people/faculty-staff/>

The School of Information is a school within the College of Communication and Information, which is the functional Academic Dean's Office.

## Dean – College of Communication and Information

- Dr. Michelle M. Kazmer

# Graduate Degree Requirements

## Master of Science in Information (MSI)

The Master of Science in Information (MSI) offers two majors: Information and Information Science & Technology.

### Master of Science in Information – Major in Information

The Master of Science in Information with a major in Information is accredited by the American Library Association (ALA). This major enables students to gain a solid foundation in areas such as general librarianship, information architecture & technology, information needs & services, youth information needs & services, as well as design an individualized program of study. Students will gain the theoretical basis needed to build the knowledge, skills, and abilities necessary to function effectively in professional positions within Information Studies. Students will demonstrate an understanding of the basic principles of the profession, in order to analyze critically their current role(s) and establish future directions for the information fields, gain knowledge of techniques and skills that underlie basic information activities, and develop the ability to adapt to changing demands and opportunities for information provision within society, including the application of emerging techniques and technologies.

#### *MS in Information - Major in Information*

Total Degree Hours Required – 36

- 12 hours of required core courses
- 3 hours of approved technology skills coursework
- 21 hours of elective courses

- [Degree Requirements](#)
- [Advising Worksheet](#)

### Master of Science in Information – Major in Information Science & Technology

The Master of Science in Information with a major in Information Science & Technology is designed for non-Florida residents who are interested in information technology (this major is NOT ALA-accredited). The major in Information Science and Technology focuses on the means of connection: digital technology. This major emphasizes the development, management, and use of digital technology to facilitate creation, transfer, and dissemination of information within information organizations, and between these organizations and their surrounding communities. Information professionals regularly make crucial decisions about technological implementation and use. These decisions have the potential to create long-lasting constraints and affordances that may have global implications, so the emphasis on digital technology is not only desirable, but necessary for the continued health and well-being of information organizations.

#### *MS in Information - Major in Information Science & Technology*

Total Degree Hours Required – 36

- 12 hours of required core courses
- 9 hours of approved technology skills coursework
- 15 hours of elective courses

- [Degree Requirements](#)
- [Advising Worksheet](#)



## Master of Arts in Information

The Master of Arts in Information is accredited by the American Library Association. The MA in Information enables students to gain a solid foundation in areas such as general librarianship, information architecture & technology, information needs & services, youth information needs & services, as well as design an individualized program of study. Students will gain the theoretical basis needed to build the knowledge, skills, and abilities necessary to function effectively in professional positions within Information Studies. This degree allows students to complete additional coursework in one or more of the following fields: art, classical language, literature, and civilization; communication; English; history; humanities; modern languages and linguistics; music; philosophy; religion; and theatre. In addition, students pursuing the MA in Information must demonstrate proficiency in a foreign language.

### *Master of Arts in Information*

Total Degree Hours Required – 36

- 12 hours of required core courses
- 6 hours of graduate coursework selected from the interdisciplinary fields listed above
- 3 hours of approved technology skills coursework
- 15 hours of elective courses

- [Degree Requirements](#)
- [Advising Worksheet](#)

### Master's Thesis Option

Students pursuing the Master of Science in Information or the Master of Arts in Information have the option to complete a thesis as part of their curriculum. The subject of the thesis must be within the major field and must reveal independent investigation and knowledge of the methods of scholarship.

To complete the thesis-type program, a student must complete all requirements for the master's degree. Six hours of the required 36 degree hours must be thesis hours (LIS 5971 – 3 hours per semester over two semesters). A student must officially declare that he/she wants to pursue a thesis-type program by emailing School of Information Graduate Student Services requesting a change to thesis-type track and identifying the major professor who will supervise the thesis. The student, in coordination with the major professor, must complete the necessary paperwork to appoint a supervisory committee. The Supervisory Committee consists of at least three members: the major professor; the minor professor (if the student has a minor area); and one or two additional members from the major department. Additional members may be appointed if deemed desirable. All members of the committee must hold Graduate Faculty Status.

Students must also follow the University guidelines for completion of a thesis-type program as listed in the University [Graduate Student Handbook](#) as well as all requirements for manuscript clearance.

## Master of Science in Information Technology

The Master of Science in Information Technology (MSIT) enables students to gain a solid foundation in areas such as information architecture, information quality assurance, usability, IT governance, information systems management, IT project management, user experience design, IT documentation/technical writing and communication, distributed information systems, data management, and mobile information systems. The degree provides expertise in information technology, individual and organizational behavior, and information management targeted to developing the IT skills needed to work effectively within information provision environments.

### *Master of Science in Information Technology*

Total Degree Hours Required – 32

- 12 hours of required core courses
- 20 hours of elective courses
  
- [Degree Requirements](#)
- [Advising Worksheet](#)

## Specialist in Information

The Specialist Degree is a post-master's degree within the School of Information. Students who pursue this degree have the opportunity to develop advanced expertise within the constantly evolving information fields and to improve and/or develop specific skills and competencies. The personalized and focused nature of this degree program allows students to acquire the knowledge needed to perform at the highest levels within the profession. The post-master's individualized specialist degree is available to students who have completed a Master of Information (MSI), Master of Science in Information Technology (MSIT), or another graduate degree program, who are interested in becoming more knowledgeable of emerging areas within the information fields.

### *Specialist in Information*

Total Degree Hours Required – 30

- 30 hours of graduate coursework as approved by a faculty advisor
- Completion of 1-2 graduate certificates is strongly encouraged
  
- [Degree Requirements](#)
- [Advising Worksheet](#)
- [iSchool Specialist Prog of Study Submission Form](#)

All students enrolled in the Specialist program are required to plan a program of study in consultation with their faculty advisor during the first semester of coursework. Students must submit a copy of the program plan once they have received approval from their faculty advisor no later than the end of your first semester of enrollment in the Specialist degree program. If any changes are needed to the program of study, students must revisit the plan with their advisor and once approved, resubmit the revised program of study so that their file can be updated. The approved program of study will be used to evaluate the student's eligibility for graduation.

## Juris Doctor/Master of Science Joint Degree Pathways

The Juris Doctor/MS joint graduate pathway leads to both a Juris Doctor (JD) Degree from the FSU College of Law and a Master of Science Degree from the FSU School of Information. We offer a [JD/MSI joint pathway](#) and a [JD/MSIT joint pathway](#).

Graduates of the JD/MSI joint pathway will be particularly suited to work in law libraries and other organizations involved with the creation and dissemination of legal information. Graduates of the JD/MSIT joint pathway will have a competitive advantage in the job market, in both the practice of law and in other more non-traditional legal careers. The knowledge and skills from both disciplines would make graduates ideal candidates for careers in information governance, cybersecurity, and legal technology companies – including the multi-billion dollar electronic discovery industry.

Students in the joint graduate pathway will receive academic advising from both the College of Law and the School of Information. Students interested in pursuing the joint J.D./M.S. degree must apply to and be accepted by both the College of Law and the School of Information according to each school's admission criteria. For this joint graduate pathway, the criteria for the College are the same as for the Master's degree. Students pursuing the joint graduate pathway must first begin their study at the College of Law. Contact the [FSU College of Law Admissions Office](#) for application information.

### Hours

Total of 109 hours from both programs:

- 79 hours of Law courses
- 30 hours of LIS courses

In effect, 9 hours of graduate course work in Information Studies are credited toward the 88 hours normally required for the Juris Doctor Degree, and 6 hours of LAW are credited toward the 36 hours normally required for the MS degree. This will save the joint graduate pathway student 15 credit hours of coursework which would otherwise be required to complete both degrees separately.

## Programs of Study

To help facilitate course selection, courses have been organized into programs of study along general and specialized areas of interest. These programs of study are not required for graduation and do not result in any further notation on the diploma or transcripts, but rather function as a planning and advising tool for the students. Programs of study may help to guide your course selection in order to facilitate achievement of your career goals. They include:

The following Programs of Study focus on preparation for careers in Information and are provided as guidelines for students pursuing the Master of Science in Information (all majors), Master of Arts in Information, or an individualized post-master's Specialist program.

- [Cultural Informatics](#)
- [General Librarianship](#)
- [Health Informatics](#)
- [Information Organization](#)
- [Leadership & Management](#)
- [Public, Academic, and Special Libraries](#)
- [Reference Services](#)
- [School Libraries](#)
- [Technology & Networking](#)
- [Web Design](#)
- [Youth Service](#)

The following programs of study focus on preparation for careers in Information Technology and are provided as guidelines for students pursuing the Master of Science in Information Technology (MSIT) or the individualized post-master's Specialist program.

- [Large-Scale Data Management](#)
- [Leadership & Management](#)
- [Technology & Networking](#)
- [User-Centered Design](#)
- [Web Design](#)

## Graduate Certificates

The School of Information offers graduate-level certificates that can be completed as part of any degree program. All certificates can be completed online and require a minimum of 12 semester hours for completion. Certificate programs are designed to provide students with an opportunity to master technical aspects in specialized areas of study. Certificates do not award a degree or diploma; however, students may apply up to 12 credits earned for a certificate toward a master or specialist degree with approval.

The School of Information offers the following graduate certificates:

### **Health Informatics Certificate**

This certificate prepares individuals for the burgeoning field of health IT by educating students in the management of health information through the use of technology. Students will be able to work with technologies to optimize the acquisition, retrieval, and use of health information to facilitate healthcare delivery and health decision-making for both clinicians and general health consumers. The Health Informatics Certificate is a highly interdisciplinary program that prepares the next generation of health informatics leaders.

### **Information Architecture Certificate**

This certificate prepares information professionals to design, build, and manage a website as an information resource. This certificate program offers opportunities to enhance skills in areas of Web design, Web applications, administration, and usability, building on students' existing knowledge of Web technologies.

### **Information Leadership & Management Certificate**

This certificate prepares information professionals to be managers and leaders in their respective fields by enhancing their understanding of the unique challenges facing their profession now and in the future. This certificate program offers training in leadership, management, policy, strategy development, decision-making, customer service, team building, negotiating, and budget and finance.

### **User Services Certificate**

This certificate prepares information professionals to assume the role of an information, research, and instructional specialist in order to provide assistance to patrons. The certificate program offers training in searching, selecting, and using information resources in a wide range of forms and formats; understanding information needs; and communicating and working effectively with diverse populations.

### **School Librarian Leadership Certificate**

This certificate prepares students by strengthening skills in technology integration, instructional collaboration, and information leadership. This certificate is specifically designed to develop leadership, analytical, and reflective skills that will facilitate success in professional practice. The courses are constructed to provide the skills to positively impact learning; collaborate with educators to effectively use library resources tailored to the learning needs of learners; and effectively select and integrate various technologies into the instructional program of the school.

### **Youth Services Certificate**

This certificate prepares information professionals to be successful youth services specialists. This certificate program offers training in resources, services, and evaluation focused on the information needs and interests of children and youth.

## Graduate Certificate Admissions and Application

To apply for a certificate, students must:

- Provide proof of Completion of a Bachelor's Degree from a regionally-accredited college or university.
- Have a minimum earned grade point average of 3.0 or higher on all upper-division undergraduate course work toward a bachelor's degree, or a minimum 3.0 GPA on an earned master's degree  
or
- Are currently enrolled as a graduate student in good standing at Florida State University.
- Submit the online [iSchool Certificate Application](#) prior to completion of the 2nd course required for a certificate.

## Graduate Certificate Completion

To earn a certificate, students must:

- Apply and be approved to pursue a certificate program prior to completion of the 2nd course required for a certificate.
- Complete the required number of credit hours of course work from the approved list of courses on each individual certificate program section.
- Earn a grade of "B" or higher in EACH OF THE COURSES completed for a certificate.
- Submit the online [iSchool Graduate Certificate Completion Request](#) Form requesting completion of the certificate at the beginning of the term in which the requirements for the certificate will be complete.

Courses used to satisfy one certificate may not be used to satisfy another certificate. Students must request completion of the certificate BEFORE completion of the master's or specialist degree has been earned. Certificates cannot be awarded or posted once the degree-seeking program has been completed.

## Directed Individual Study (DIS)

The purpose of a Directed Individual Study (DIS) is to permit a student to concentrate on an individually selected topic of interest in Information Studies or Information Technology. The initiative to propose a course rests with a student as does finding a faculty member with the time and expertise willing to provide guidance. An individual DIS course is never to be taken as a substitute for a regularly established course. It is intended to extend and particularize experience after a student has been exposed to the basic content of regular courses; for that reason, it is usually done late in a student's program of study.

DIS courses are comparatively labor-intensive for students and guiding instructors. Start the process well before the proposed term begins. All DIS courses will be related to an appropriate area of study in conjunction with the student's overall objectives in the Information, Information Science & Technology, and Information Technology majors. Three (3) semester hours will be the maximum number of credit hours allocated to any DIS course. Students requesting a DIS must be progressing through the regular curriculum without difficulty, both in theory and practicum.

To be eligible for a DIS, the student must be in good academic standing and may not be on academic probation or dismissal. All DIS requests are subject to School of Information and general University policies. For more information and to request registration for a DIS, visit the **Individualized Course Request Form** located at <https://fsuslis.wufoo.com/forms/individualized-course-request-form>.

## Recency of Work

The work for the master's degree must be completed within seven years from the time the student first registers for graduate credit. Any graduate work transferred from another institution must have commenced not more than seven years prior to completion of the degree for the credits to be applicable to the master's degree. If the master's degree is not completed within seven years from the time the student first registers for graduate credit, and the program and/or Department Chair does not choose to approve an Extension of Time (EoT), then the student may no longer be enrolled in that program or at Florida State University.

## Drop/Add and Changes of Schedule

Drop/Add Period Through the First Four Days of the Semester:

- Students may change their schedules during the first four days of the semester using the myFSU portal.
  - Students are financially liable for all courses appearing on their schedule after the fourth day of classes.

After the Drop/Add Period Through the End of the 7th Week of the Semester:

- Students may request to drop a class (with the exception of their last or only class), however tuition charges remain.
  - In some cases, students may request a class be changed from letter-graded to satisfactory/unsatisfactory assessment.
- After the 7th Week of the Semester:
  - In rare and exceptional circumstances, students may request to drop a class (with the exception of their last or only class), however tuition charges remain.

*NOTE: Course drops will not be approved when there are unresolved allegations of academic dishonesty in a course or when a course grade reflects an Academic Honor Policy penalty.*

## Student Cancellation of Schedule

Prior to the first day of classes, a student may cancel his/her registration by dropping all courses using the myFSU portal registration system.

Prior to and during the first four days of a semester or a summer session, a student may cancel registration online through the myFSU portal registration system or by submitting a written request to:

Office of the University Registrar  
Florida State University  
Room A3900 UCA  
282 Champions Way  
P.O. Box 3062480  
Tallahassee, FL 32306-2480

Or

Send an email request from your FSU student email account to registrar@fsu.edu.

*Students who cancel registration within this time frame are not liable for tuition; if tuition has been paid, students should request a refund from the Office of Student Business Services.*

## Academic and Advising Resources

### Student Services Advisor

Student Services is the primary point of administrative contact. Some of the tasks performed include: providing information about admission and program requirements, answering questions about orientation and registration, and clarifying College as well as University policies and procedures. Student Services can be reached at [ischooladvising@cci.fsu.edu](mailto:ischooladvising@cci.fsu.edu).

### International Student Advisor

All international students attending FSU with F or J immigration status are assigned an International Student Advisor to assist you in understanding the rules and special benefits related to your F or J status.

### Faculty Advisor

The faculty advisor can be a good resource for advice concerning course selection and/or career opportunities within the profession. Students are encouraged to seek out faculty with similar areas of interest for advice in course selection and/or career opportunities. Find more information about the faculty by visiting their biography pages.

### [iSchool Graduate Advising Facebook Group](#)

The FSU iSchool Graduate Advising Facebook is an online space where students can interact with the iSchool Student Services Team, faculty members, and fellow students to stay informed on exciting events and issues that apply to their enrollment as a graduate student in the School of Information.

### FSU Student Email Account and Communication Expectations

The official method of communication at Florida State University is your FSU e-mail account. In order to stay informed and aware, students are required to set up and maintain their account and check it at least three times per week. If students choose to have their official FSU account forwarded to another e-mail account, they are still held responsible for all information distributed by the University to your FSU account.

## Select University Policies

### Transfer Credit

Up to 12 semester hours of graduate non-LIS credit from another FSU department can be considered for transfer to the master's or specialist program with department approval. Up to 6 semester hours of graduate credit from an accredited institution other than FSU can be transferred to FSU to be applied toward the master's program with department approval. The courses requested may not have been used to meet requirements for a previously completed degree and must be approved by the School of Information.

To have courses be considered to be counted toward degree completion, student must submit the iSchool Graduate Transfer Credit Request form (<https://fsuslis.wufoo.com/forms/ischool-graduate-transfer-credit-request>). For FSU courses, it is strongly recommended that the form is submitted prior to the start of the semester in which the course would be taken, so that if a course is not approved for transfer credit, the student still has time to change their schedule. For courses taken outside FSU, an official transcript must be submitted to the Office of Graduate Admissions with letter-graded coursework in order to evaluate the transfer credit request.

All transfer credit request courses must be successfully completed with a grade of "B" or better. Transfer credit may not be used to satisfy certificate requirements.



## Taking Time Off

The University allows students to take a semester break between semesters of enrollment. Students who miss two or more consecutive semesters will be inactive and need to apply to the University and the School of Information for readmission.

## FSU Leave of Absence

Under special circumstances, graduate students may apply for a leave of absence from the university for a specific period of up to three consecutive semesters (includes summer term). The circumstances justifying a leave include but are not limited to personal or family medical conditions, call to active military duty, parental leave, death in immediate family, or completion of an off-campus internship. It is advised that the student consult with iSchool Student Services to determine what constitutes a valid justification for a leave of absence.

## 7<sup>th</sup> Week Deadline (prorated for summer semesters)

The end of seventh week of semester is the:

- Last day to submit form requesting S/U grading or to change S/U option back to a regular grade.
- Last day to reduce course load without the permission of academic dean. Dean's permission required to drop below twelve semester hours.
- Last day to drop a course without receiving a grade.
- Last day to withdraw from school without receiving a grade.
- Last day to petition to reinstate class schedule cancelled for nonpayment of tuition.
- Financial Aid deferments expire. Full tuition payment must be received to avoid a late payment fee.
- Final payment for installment contracts due.

## Withdrawal

All students (degree-seeking and non-degree) who wish to leave the University after the fourth day of a term must officially withdraw from the University no later than seven days prior to the last day of the semester or term. If students find it necessary to withdraw from a semester, contact iSchool Student Services ([ischooladvising@cci.fsu.edu](mailto:ischooladvising@cci.fsu.edu)) for guidance and additional information.

International students who wish to withdraw must request and receive prior authorization from their Center for Global Engagement Student Advisor. In addition, international students should submit the SEVIS Update Form, available at <http://cge.fsu.edu>.

## Required First Day Attendance/Participation Policy

University-wide policy requires all students to attend the first day of class meeting of all classes for which they are registered. Students who do not attend the first class meeting of a course for which they are registered will be dropped from the course by the academic department that offers the course. This policy applies to all levels of courses and to all campuses and study centers. It remains the student's responsibility to verify course drops and check that fees are adjusted.

# University Handbook Resources

## FSU Graduate Bulletin

This is the official University record of academic regulations, policies, and procedures. It is available online at <http://registrar.fsu.edu/bulletin/graduate/> and includes, but is not limited to the following topics:

### University Policies and Information

- Mandatory First Day Attendance for All Classes
- Student Cancellation of Schedule
- Drop/Add or Changes of Schedule
- Transcripts
- Proof of Enrollment
- Grading System and Policies
- Readmission
- Withdrawal from the University
- Values and Moral Standards at Florida State University
- Integrity in Research and Creative Activity
- Academic Honor Policy
- Grade Appeals System
- Religious Holy Days

## FSU Graduate Student Handbook

The FSU Graduate Student Handbook contains information that has been assembled by the FSU Graduate School from many sources to assist students in pursuing their graduate education at Florida State University. It is not exhaustive concerning the policies and procedures affecting graduate education at Florida State University. The Graduate Bulletin should be consulted as the official reference on such policies and procedures. Additional information for graduate students can be found on the Graduate School public website (<http://gradschool.fsu.edu>), the Graduate Policy Database (<https://policy.gradschool.fsu.edu>), and Graduate School Faculty and Staff website (<https://gradschool.fsu.edu/facultystaff>).

Note: The Graduate Bulletin is not a contract, either expressed or implied, between the university and the student, but represents a flexible program of the current curriculum, educational plans, offerings, and requirements that may be altered from time to time to carry out the administrative, academic, and procedural purposes and objectives of the university. The university specifically reserves the right to change, delete, or add to any provision, offering, academic curriculum, program, or requirement at any time within the student's period of study at the university. The university further reserves the right to withdraw a student from the university for just cause at any time. Students are on notice that admission to the university or registration for a given semester does not guarantee the availability of a course at any specific time. Likewise, admission to the university or registration for a given program of study within the university, or a department or college of the university, is not a guarantee of a degree or of certification in a program.

## FSU Student Handbook

The FSU Student Handbook is the official University record of the student conduct code, student rights and responsibilities, campus activities and services, and student organizations. It is available online at: <https://dos.fsu.edu/resources/student-handbook/>.

# Graduation Check and Graduation Information

## Graduation Check

All students are encouraged to request a graduation check the semester before they intend to graduate to allow enough time to make any necessary adjustments to your final term schedule, if needed. To request a graduation check, go to <https://fsuslis.wufoo.com/forms/graduation-check-request-form/> and complete the online request form.

## Letter of Completion

Students needing a letter of completion for the purposes of employment or other official reason prior to the posting of the degree statement may submit a request via the online request form at <https://fsuslis.wufoo.com/forms/ischool-letter-of-completion-request-form/>. Letters are generated after grades post and final clearance has been granted by the School of Information and the University Office of the Registrar.

## Ceremonies and Celebrations

### School of Information Graduation Celebrations

The FSU School of Information hosts offers several opportunities to celebrate and honor the achievements of graduation students. All graduating students and their guests are welcome at all events. Specific event details are sent out via email to all students who are preliminarily cleared each semester.

#### Online Graduation Celebration

The School hosts an online celebration via zoom on the last Thursday evening of each semester. During this special online celebration students are asked to provide information to include in a recognition presentation, and a guest speaker is invited to give remarks.

#### In-Person Graduation Reception (FSU Main Campus)

An in-person celebration reception is hosted in the Innovation Hub (1st Floor of the Louis Shores Building) each semester on the afternoon of the last day of the semester.

### University Commencement Ceremony

All students are invited to participate in the University Commencement Ceremony that is held at the Donald L. Tucker Civic Center at the Tallahassee Main Campus. For more information about this ceremony, visit <http://registrar.fsu.edu/graduation/ceremony/>.

The name of the school is the *School of Information*.

The name of the college is the *College of Communication and Information*.

# School of Information Policies

## FSU School of Information Satisfactory Progress Policy for Graduate Programs

In order to meet the standards adopted by Florida State University and the School of Information, all graduate students must maintain Satisfactory Progress as defined by the University and the School of Information.

Failure to meet the requirements of satisfactory progress and academic good standing may result in the discontinuation of enrollment in a graduate program. All students who do not meet academic satisfactory progress standards, and who are able to document mitigating circumstances such as a medical issue, death in the family, or other significant event that interrupted or disrupted academic progress, may appeal the discontinuation of enrollment.

### Minimum Grade and Grade Point Average Requirements

All graduate students must meet the cumulative grade point requirement in accordance with the graduate retention policy of FSU and achieve and maintain a cumulative GPA of 3.0 or higher to remain in good academic standing.

- Students must earn a grade of “C-” or higher for all courses to be applied toward the master’s or specialist degree.
- Students must earn a grade of “B” or higher for all courses to be applied toward completion of a Certificate.

### Incomplete Grades

A student may not have more than one incomplete grade at any given time. Students who receive more than one incomplete grade posted to their permanent record will have an academic hold placed on their registration and will not be permitted to continue enrollment for the subsequent semester until the incomplete grades have been resolved. Students who have previously registered for a future semester with more than one incomplete grade posted must resolve the outstanding incomplete grades prior to the first day of the next semester of enrollment or their registration will be administratively cancelled before the end of the drop/add period for that semester.

### Multiple Withdrawals

When a student has withdrawn from the University three or more times, subsequent readmission will first be considered by a committee whose charge is to assess the student’s capability of making satisfactory progress toward the degree. This committee, appointed by the Council of Associate and Assistant Deans, will then make a recommendation to the dean of the student’s college, who will make the final decision.

### Academic Probation and Dismissal

All graduate students must maintain an overall GPA of 3.0 in order to remain in good academic standing. Grades earned at another institution cannot be used to improve a grade point average or eliminate a quality point deficit at FSU. If the cumulative grade point average falls below 3.0 at the end of one semester, the student will be placed on academic probation by the University. If the cumulative grade point average at the end of the next semester of enrollment returns to 3.0 or higher, the academic probation will be removed by the University.

If the cumulative grade point average remains below 3.0 for two consecutive semesters, the student will be academically dismissed by the University and notified by email from the Registrar’s Office. A statement of Academic Dismissal will appear on the student’s academic transcript.

If a student is academically dismissed from the University, the student may petition to request reinstatement. Students must submit a written statement explaining the circumstances leading to the dismissal and what action is planned to return to good academic standing if reinstated. The Director of the School of Information in consultation with the CCI Academic Dean of the College must approve reinstatement. Because of the time involved, a student who has been academically dismissed may have to “sit out” one semester. Failure to meet the requirements of satisfactory progress and academic good standing may result in the discontinuation of enrollment in the graduate program. All students who do not meet academic satisfactory progress standards, and who are able to document mitigating circumstances such as a medical issue, death in the family, or other significant event that interrupted or disrupted academic progress, may appeal the discontinuation of enrollment. A written appeal must be submitted to iSchool Student Services for processing and review by the School of Information Director and should include documentation, where available, to substantiate the circumstance.

## General University Policies

### Academic Honor System

#### Academic Honor Policy

The Florida State University Academic Honor Policy outlines the University’s expectations for the integrity of student’s academic work, the procedures for resolving alleged violations of those expectations, and the rights and responsibilities of students and faculty members throughout the process. Students are responsible for reading the Academic Honor Policy and for living up to their pledge to “. . . be honest and truthful and . . . [to] strive for personal and institutional integrity at Florida State University.”

#### FSU Academic Honor Pledge

As an enrolled student at Florida State University, students commit to the concept of responsible freedom. They are expected to be honest and truthful and strive for personal and institutional integrity at Florida State University, and will abide by the Academic Honor Policy at all times.

#### Academic Honor Violations

- Plagiarism and/or Usage of Unoriginal Work
- Cheating
- Unauthorized Group Work
- Fabrication, Falsification, and Misrepresentation
- Multiple Submissions
- Abuse of Academic Materials
- Complicity in Academic Dishonesty
- Attempting to Commit Any Offense as Outlined Above

For a complete list of violations and related policies & procedures, visit <https://registrar.fsu.edu/bulletin/graduate/information/integrity/>.

## Centers, Institutes, and Labs in the School of Information

### eHealth Lab

**Director - Dr. Zhe He**

The eHealth Lab's overarching goal is to improve population health and advance biomedical research through the collection, analysis, and application of electronic health data from heterogeneous sources. Research in the lab spans across the multiple sub-fields of Biomedical and Health Informatics: Clinical Research Informatics, Consumer Health Informatics, Knowledge Representation and Biomedical Ontologies, Biomedical Natural Language Processing, Machine Learning, and Data Mining.

### Information Use Management & Policy Institute

**Director - Dr. Marcia Mardis**

The Institute conducts research that focuses on the information user, the interaction of the user with information products, services, policies, technologies, and organizations. The institute also conducts information policy research on current issues at every level of government related to public access, privacy, records management, and use of information in electronic forms. They place particular emphasis on the planning and evaluation of networked and other information services through analyzing and evaluating the impact of systems from a policy and user perspective.

### Innovation Hub

**Director - Ken Baldauf**

The Hub is an on campus and online community for innovation using Design Thinking and emerging technologies and the FSU School of Information is proud to be a founding partner of the FSU Innovation Hub. The Hub offers many educational activities that complement students' traditional learning and add valuable skills to their professional portfolio. The Hub also houses cutting edge resources and event space to support a wide variety of innovation activities, including a Digital Fablab provides access to 3D printing, laser cutting, vinyl cutting, electronics, robotics, and drone technology. Our XR lab has every popular VR and AR headset. Whether a student needs advice on a new invention, a teacher wants to add a VR or 3D printing project to a class, or a grad student needs to design custom lab equipment, the Hub is here to work with you to help you succeed!

### iSensor Lab

**Director - Dr. Shuyuan Metcalfe**

The iSensor lab is primarily dedicated to socio-technical research to study trustworthiness and other human behaviors related to cyber security on the web. This socio-technical research approach is based on a social-psychological theory, attribution theory, to model a sensor system, a conceptual framework of trustworthiness attribution which focuses on understanding how anomalous behavior of an individual can be detected by observers. We study how humans attribute meaning of the behavior of others with limited resources, i.e., in text-only, cue-lean environments.

### Institute for Digital Information and Scientific Communication (iDigInfo)

**Director - Dr. Austin Mast**

The Institute for Digital Information and Scientific Communication (iDigInfo) mission is to advance the science of information creation, organization, use, and communication to catalyze research discoveries and solutions to society's grand challenges. They are also distinctively multidisciplinary in their approach, merging the rigor of information science and science communication with other domain expertise across campus. New and innovative collaborations are always welcomed.

## Opportunities to Connect and Network

### Congress of Graduate Students (COGS)

The Congress of Graduate Students (COGS) is the official representative body of graduate students at Florida State University. This includes all post-baccalaureate, special, masters, specialist, professional, and doctoral students. COGS also offers funding for recognized graduate student organizations (RSOs) and individual students attending and presenting at conferences. For more information, visit <https://sga.fsu.edu/cogs.shtml>.

### Graduate Assistants United at Florida State University

The United Faculty of Florida - Florida State University - Graduate Assistants United (UFF-FSU GAU) represents and advocates for the interests of its members and all GAs at Florida State University. The GAU was founded in 2008 and is the only legally recognized collective bargaining agent for GAs at FSU; The GAU seeks to improve working conditions and defend the working rights of all GAs. GAU's first contract was ratified in the Fall of 2009, ensuring that all GAs across the FSU campus receive fair and equitable treatment as students and employees. For more information about the GAU or to review the UFF-FSU-GAU Collective Bargaining Agreement, visit <https://www.fsugau.org/>.

### Membership in Professional Organizations (Discounted Student Rates)

[Association for Information Science & Technology](#) (ASIS&T)

[Association for Computing Machinery](#) (ACM)

[American Medical Informatics Association](#) (AMIA)

[State Library Association Membership](#)

[Florida Library Association](#) (FLA)

[American Library Association \(ALA\) Joint Membership](#)

[Association for Library & Information Science Education](#) (ALISE)

### Student Organizations on Campus

[American Library Association \(ALA\) Student Chapter](#)

[FSU Congress of Graduate Students](#)

[FSU Cybersecurity Club](#)

[Blacks in Computing Club](#)

[Women in IT & ICT Sharing Experiences](#) (WISE)

[CCI Student Organizations](#)

[List of Student Organizations @ FSU](#)

## Funding Opportunities

The School of Information provides internal funding opportunities for our graduate students either through teaching and research assistantships, scholarships, or fellowships. These opportunities, some of which are funded by alumni and friends of the school, allow students to better focus on the task at hand: pursuing a well-rounded graduate education at a highly respected research and teaching institution.

### Graduate Assistantships

Graduate students who are awarded an assistantship typically receive the following:

- Stipend - Each graduate assistantship is accompanied by a bi-weekly stipend that pays either 20 hours per week (.50 FTE) or 10 hours per week (.10 FTE) depending on funding availability and what is stipulated in their appointment letter. Some appointments may require working between semesters.
- Tuition Waiver – Each graduate assistantship includes a tuition waiver that covers per credit hour rate for either the matriculation fee, out-of-state or both. Students receiving a tuition waiver must enroll in a minimum of 9 hours of credit each term they are receiving support to include fall, spring, and summer.
- Health Insurance Subsidy – For more information, visit <https://gradschool.fsu.edu/funding-awards/subsidy-benefit>

Appointments are based on eligibility, academic ability as verified by transcripts of current and previous work, graduate entrance exam scores, your resume, as well as applicable skills in the area assigned.

Continuation of a graduate assistantship is contingent upon:

- The student remaining in good academic standing.
- Satisfactory performance of duties associated with the assignment.
- Satisfactory progress in the program.
- Sufficient state funding allocations
- Appropriate available assignments.

### Cancellation Conditions

Waivers are canceled if the student withdraws from the University, drops below the required academic load, or terminates the assistantship. Waivers will not cover any dropped classes. The student will be responsible for any fees assessed.

### Teaching Assistantships

There are many opportunities for students to gain teaching experience through teaching assistantships in the iSchool. Duties can range from serving as a grader to teaching a course.

Each semester, in accordance with guidelines of the Southern Association of Colleges and Schools Commission on Colleges (SACS) and the standards outlined by the University, the Academic Dean of each College is required to certify in writing to the Vice President of Faculty Development and Advancement and the Dean of The Graduate School that each student who serves as a teaching assistant (TA) in the classroom or online is competent to teach and for international teaching assistants (ITA) that they are also competent to teach in spoken English.

Before assuming any instructional role, graduate students must:

- meet University-Wide Standards for Graduate Teaching Assistants at Florida State University,
- read the Florida State University Teaching Assistant Handbook, and



- attend the University's Program for Instructional Excellence (PIE) Teaching Conference.

### **Program for Instructional Excellence (PIE) Conference**

This training satisfies the required graduate student TA policy training, as determined by university-wide TA Standards. A student who fails to complete the university-wide training requirements for their specific TA role may lose their TA position, per FSU policy. For more information, visit <https://pie.fsu.edu>.

### **SPEAK Exam for International Teaching Assistantships**

International students must successfully pass the SPEAK (Speaking Proficiency English Assessment Kit) Test. SPEAK is a tool used by the University to evaluate the English-speaking ability of non-native speakers of English. The test is administered by the Center for Intensive English Studies to international students who have been appointed or will be appointed as teaching assistants in an academic department at Florida State University. A minimum score of 50 is required on the SPEAK test or the student must take designated undergraduate level English speaking preparatory courses until certification is achieved.

### **Research Assistantships**

Faculty with funded research grants may have Research Assistant positions available. Students appointed as an RA will work with a faculty member assisting with research-related activities. For more information about potential available positions, contact one of our centers or institutes.

### **Administrative Graduate Assistantships**

Opportunities may also be available for students to work with the School of Information Administrative Offices, Academic & Research Technologies, the Innovation Hub, or other areas within the iSchool.

## **Additional Funding Opportunities**

### **School of Information Scholarship Opportunities**

The School of Information provides a number of scholarship opportunities for graduate students who are matriculated in one of the School's academic programs and who are in good academic standing. These awards are made possible through the generosity of alumni and friends. Award criteria vary accordingly. For more information, visit <https://ischool.cci.fsu.edu/academics/financial/scholarships/ischool/>.

### **External Funding Opportunities**

Opportunities for financial aid are available from sources outside the School and the University. They are provided by a diverse group of professional organizations related to the field of information studies. For more information, visit the iSchool website for a partial list of [External Funding Opportunities](#):

- State Organizations
- National and International Associations
- Programs for Underrepresented Populations
- Programs for Students with Disabilities
- Additional Sources of Financial Aid

## FSU Graduate School Funding and Awards

The Graduate School gives many awards and grants each year to students and faculty members. For more information, visit <https://gradschool.fsu.edu/funding-awards/financial-support-general-information>.

### Fellowships Offered by the Graduate School for Current Graduate Students

The FSU Graduate School offers numerous fellowships for current graduate students. For more information, visit <https://gradschool.fsu.edu/fundingawards/graduate-school-fellowships-and-grants/fellowships-offered-graduate-school-current>.

### For Out-of-State and International Students

Non-Florida residents for tuition purposes (including international students) may qualify for in-state tuition or reduced tuition rates while pursuing a graduate degree at Florida State.

#### Organization of American States (OAS) Scholarships

Graduate scholarships offered by the [Organization of American States](#) for study towards a Master's or Doctorate degree may be awarded to students who are citizens of Latin American and Caribbean member states of OAS for study at FSU. Florida State University is a member of the OAS Consortium of Universities. OAS Academic Scholarships may also be used by U.S. citizen students for graduate research in an OAS member state, if required by a specific academic program.

Scholarships are awarded for an initial period of one academic year and may be renewed subsequently for up to one additional year if funds remain available and if the renewal is necessary to complete the program of study or research for which the scholarship was initially awarded. The OAS does not offer scholarships for studies in the medical sciences. No-interest loans are also available through the Rowe Fund.

#### Military Veterans, Service Members, and Their Dependents

The out-of-state tuition waiver is extended to FSU students physically residing in Florida who are current or former members of the U.S. Armed Forces – including honorably discharged veterans, active-duty service members, and members of the Reserve or National Guard – as well as eligible veteran/service-member dependents who are using federal Veterans Affairs educational benefits. The out-of-state tuition waiver is also extended to active-duty members of the U.S. Armed Forces who are stationed or reside outside the state of Florida. Additional information on the C.W. “Bill” Young Tuition Waiver Program is available on the [Student Veterans Center website](#) or by emailing [veteran@admin.fsu.edu](mailto:veteran@admin.fsu.edu).

#### Latin American/Caribbean (LAC) Scholarship Program

Graduate students who are citizens from Latin America and Caribbean (including Puerto Rico and the U.S. Virgin Islands) who have been awarded a non-duty scholarship from the federal government or the State government of a minimum of \$500 per academic year (fall and spring semesters) may be eligible to be designated as Latin American and Caribbean Scholarship recipients. For more information, visit the [LAC Scholarship Program page](#).

# Tuition/Fees and Financial Resources/Information

## Academic Common Market

The Academic Common Market (ACM), a program of the Southern Regional Education Board, is an interstate agreement among southern states for sharing academic programs. Participating states enable their residents who qualify for admission to enroll in specific on-campus and online graduate programs in other states without having to pay out-of-state tuition. Arrangements traditionally are limited to programs not offered by the public institutions within the student's state of residence. In short, students who obtain ACM certification pay tuition at FSU's in-state rate.

Currently, the following states will certify ACM for the individual programs listed below:

### *Master of Science in Information*

Arkansas, Delaware, Louisiana, Virginia, and West Virginia

### *Master of Science in Information Technology*

Louisiana

### *Post Master's Specialist*

Arkansas, Delaware, Georgia, Kentucky, Louisiana, Texas, and West Virginia

For more information, visit the [Southern Regional Education Board](#) for more information or contact iSchool Student Services at [ischooladvising@cci.fsu.edu](mailto:ischooladvising@cci.fsu.edu).

## Market Rate

The FSU School of Information offers a reduced market rate tuition program to qualified out-of-state students pursuing the Master of Science in Information degree program:

- a) who cannot receive certification from the Academic Common Market (ACM) in their state, or
- b) whose state of residence is not a member of the ACM.

To qualify for the reduced tuition program:

- Students must be degree-seeking and enrolled in the Master of Science in Information program.
- Students must NOT be a resident of an Academic Common Market state through which they could apply for ACM certification for reduced tuition (Qualifying ACM States include: Arkansas, Delaware, Louisiana, Virginia and West Virginia).
- Students must NOT be the recipient of a Graduate Assistantship, Teaching Assistantship or Research Assistantship at FSU.

The reduced tuition program can only be applied to LIS 5000-level online courses. If a student registers for traditional face-to-face courses or courses in another department, regular non-Florida resident tuition rates will apply to these non-LIS courses. This tuition reduction will be applied to the registration of qualified students on or after the 4th day of the semester. All adjustments to an upcoming registration must be made no later than midday on the third day of classes.

Please note that upon initial registration, the non-Florida resident tuition rate will be assessed and appear on a student's schedule. This will be adjusted after the fourth day of the semester for all students and notification will be sent via email to the student's FSU email address once the tuition adjustment has been made. Students should not pay

tuition/fees prior to being notified and verifying that their tuition/fees are properly adjusted. The fee payment deadline for the upcoming semester can be found on the [University Academic Calendar](#).

This program is renewable on a semester-by-semester basis and is contingent upon appropriate levels of funding available to The School of Information. Students must remain in good academic standing (no academic probation; no dismissal) with the department and the University. Students who do not enroll for two consecutive semesters or who withdrawal during a semester must submit an appeal to have the discount reinstated upon their readmission to the university.

# Campus Resources

## University Libraries

Florida State University Libraries provide collections and services to enhance the learning, teaching, research, and service activities of the University. The Libraries' collections include over 4 million titles and offers access to more than 1,064 databases and 120,000 electronic journals, supplemented by a robust interlibrary loan program, including the statewide UBorrow system which includes over 15 million books from all 40 state university and college libraries. The Library Express Delivery Service delivers books and articles to faculty and graduate students on a daily basis. With almost 2 million visitors each year, Strozier Library, FSU's largest library, is open 134 hours each week, providing around-the-clock research assistance and other services like free academic tutoring and a rich array of academic support throughout the day and late into the night. As a member of the Association of Research Libraries, the FSU Libraries rank among the largest research libraries in North America. The Libraries also belong to the Association of Southeastern Research Libraries, the Center for Research Libraries, the Florida Virtual Campus/Florida Academic Library Service Cooperative and are the designated Florida service hub for the Digital Public Library of America.

The library is a member of the following organizations:

- [Association of Research Libraries \(ARL\)](#)
- [Center for Research Libraries \(CRL\)](#)
- [Association of Southeastern Research Libraries \(ASERL\)](#)

## Counseling and Psychological Services (CAPS)

Florida State University's Counseling and Psychological Services (CAPS) primary mission is to address psychological needs and personal concerns, which may interfere with students' academic progress, social development, and emotional well-being. The following in-person and virtual (tele-mental health) services are available to all enrolled students residing in the state of Florida:

- 1) Individual therapy
- 2) Group therapy
- 3) Crisis Intervention
- 4) Psychoeducational and outreach programming
- 5) After hours crisis-hotline
- 6) Access to community providers for specialized treatment

Call 850-644-TALK (8255) for more information on how to initiate services.

*Counseling and Psychological Services*  
250 Askew Student Life Center  
942 Learning Way  
(850) 644-TALK (8255)  
Walk-in and Appointment Hours Available  
<https://counseling.fsu.edu/>

## University Health Services (UHS)

Services at UHS are available to all enrolled students residing in Florida. The mission of University Health Services (UHS) is to promote and improve the overall health and well-being of FSU students. UHS provides a coordinated continuum of care through prevention, intervention, and treatment. Services include general medical care, priority care, gynecological services, physicals, allergy injection clinic, immunizations, diagnostic imaging, physical therapy, and a medical response unit. The Center for Health Advocacy and Wellness (CHAW) assists students in their academic success through individual, group, and population-based health and wellness initiatives. Topics include wellness, alcohol and other drugs, hazing prevention, nutrition and body image, sexual health, and power based personal violence prevention. For more information, go to [uhs.fsu.edu](https://uhs.fsu.edu).

University Health Services  
Health and Wellness Center  
960 Learning Way  
Tallahassee, FL 32306  
(850) 644-6230  
<https://uhs.fsu.edu/>

## Department of Student Support & Transitions

The Department of Student Support & Transitions supports, connects, and empowers all students as they navigate their academic and personal journeys. This office is available to help students navigate the University, develop resilience, and make meaning of their unique experiences. Students are welcome to connect with the Department of Student Support & Transitions if they are experiencing a crisis or just need someone to talk through a problem or experience they are having at Florida State University. The Department of Student Support & Transitions includes the following offices:

### Case Management Services

Case Managers in this office work with individuals to provide emotional support, counseling, advocacy, and to identify immediate needs, making appropriate referrals to campus and community resources. Cases are monitored, as needed, to ensure that individuals receive the support necessary to improve their life situation.

Case management is available to assist with questions, and to take referrals from any faculty, staff, family, friend, or community member concerned about an individual's well-being. Please call or e-mail any questions/concerns about individuals or use the online reporting tool: [report.fsu.edu](https://report.fsu.edu).

*Case Management Services*  
Suite 4128 University Center A  
282 Champions Way  
Tallahassee, FL 32306  
(850) 644-9555  
DSST: (850) 644-2428  
Fax: (850) 644-0687  
[casemanagement@fsu.edu](mailto:casemanagement@fsu.edu)

## [Food for Thought Food Pantry](#)

The Department of Student Support and Transitions runs a food pantry for currently enrolled students who are facing food insecurity. The pantry is partnered with Second Harvest of the Big Bend to keep the shelves and freezers stocked. The Pantry is located in University Center A, Suite 4148. For more information or if students have questions, reach out to them at [foodpantry@fsu.edu](mailto:foodpantry@fsu.edu) or the Department of Student Support and Transitions main phone line 850-644-2428.

## [Office of Investigations & Assessment](#)

The Office of Investigations & Assessment (I&A) provides investigative services for allegations of misconduct concerning Recognized Student Organizations (RSOs), whether as a reporting or responding party. Additionally, I&A provides University and departmental decision-makers with timely, relevant data on trends in student and student organization behaviors.

## [Office of Accessibility Services \(OAS\)](#)

Florida State University is committed to providing quality education to all qualified students and does not discriminate on the basis of race, creed, color, sex, religion, national origin, age, disability, genetic information, veteran status, marital status, sexual orientation, gender identity, gender expression or any other legally protected group status. Providing services to more than 5000 students, the Office of Accessibility Services (OAS) is committed to ensuring universal access for each Florida State University student. The OAS creates an environment of success through the provision of academic, housing, and dining accommodations, testing support, assistive technologies, and space for students to feel they are part of the FSU community.

Office of Accessibility Services  
874 Traditions Way  
108 Student Services Building  
Florida State University  
Tallahassee, FL 32306-4167  
(850) 644-9566 (voice)  
(850) 644-8504 (TDD)  
[oas@fsu.edu](mailto:oas@fsu.edu)  
<https://dsst.fsu.edu/oas>

Current and prospective FSU students can apply for accommodations and submit documentation with the Office of Accessibility services online at <https://dsst.fsu.edu/oas/students/applying-for-services>.

## Victim Advocate Program

If you or someone you care about has been the victim of a crime, you do not have to go through this alone. Federal law (Title IX of the Education Amendments of 1972) requires FSU to ensure an educational environment free from sex discrimination, sexual harassment, and sexual violence. If an employee at FSU becomes aware of an incident, they must report to the Title IX Coordinator. However, the Victim Advocate Program is confidential and is therefore exempt from the reporting requirement, but can help file a report upon **Victim** request.

A confidential advocate is on call twenty-four hours a day to respond to FSU students, faculty, and staff who are victimized anywhere or at any time, as well as any other person who is victimized on our campus, at an FSU sponsored event, or by an FSU community member. Services offered include emotional support, instructor notification, referrals, crisis intervention and assistance in student conduct, legal and medical matters.

*Victim Advocate Program*  
University Center A, Rm. 4100  
(850) 644-7161  
Available 24/7/365  
<https://dsst.fsu.edu/vap>