Distance Student Services: UF EDGE College of Engineering

The student services available to distance education students participating in the UF EDGE program in the college of engineering is summarized in the table below, with brief descriptions of each service's availability for distance engineering students following the table.

Table 1: Student Services available for UF EDGE distance learning students

<table>
<thead>
<tr>
<th>Student Service</th>
<th>Department Provided</th>
<th>Funds Sources</th>
<th>Distance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Financial aid disbursement/advising</td>
<td>Student Financial Affairs</td>
<td>financial aid fee/E&amp;G/DOCE</td>
<td>X</td>
</tr>
<tr>
<td>2. Student Health</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Counseling</td>
<td>Counseling and Wellness Center</td>
<td>E&amp;G/DOCE</td>
<td>X (limited)</td>
</tr>
<tr>
<td>4. Use of gyms/intramurals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Emergency response</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Academic advising</td>
<td>Department/College</td>
<td>E&amp;G/DOCE</td>
<td>X</td>
</tr>
<tr>
<td>7. Career advising/job placement</td>
<td>Career Resource Center</td>
<td>E&amp;G/DOCE</td>
<td>X</td>
</tr>
<tr>
<td>8. Student organizations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Admissions</td>
<td>Admissions/Department/College</td>
<td>E&amp;G/DOCE/application fee</td>
<td>X</td>
</tr>
<tr>
<td>10. Tutoring</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Academic student complaints</td>
<td>Ombudsman/College</td>
<td>E&amp;G/DOCE</td>
<td>X</td>
</tr>
<tr>
<td>12. Non-academic student complaints</td>
<td>College/UF EDGE Office/Department</td>
<td>E&amp;G/DOCE</td>
<td>X</td>
</tr>
<tr>
<td>13. Multicultural/diversity student support</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The UF EDGE program is split between FL residents being on-book (E&G), and non-Florida residents off-book (DOCE).

1. **Financial Aid Disbursement/Advising**
   The UF Student Financial affairs office provides assistance and advising to UF distance learning students on financial aid matters. UF distance learning students are offered the same financial aid services as campus students through the main UF Student Financial Affairs office. The website for UF Student Financial Affairs is: [http://www.sfa.ufl.edu](http://www.sfa.ufl.edu) and phone at: 352-392-1275.

2. **Student Health**
   UF EDGE, College of Engineering, distance learning students do not have access to the Student Health Center services. The UF Health Fee is waived for UF EDGE students since they do not use the Student Health Center services.

3. **Counseling**
   Counseling services for distance learning students is limited. The UF Counseling & Wellness Center will setup phone consults for distance learning students, but only to assist distance students to find local counseling services for them. The website for UF Counseling & Wellness is: [http://www.counseling.ufl.edu/cwc](http://www.counseling.ufl.edu/cwc) and by phone at: 352-392-1575.

4. **Use of Gyms/Intramurals**
   UF EDGE distance learning students generally do not participate in the use of gyms or intramural sports, as UF EDGE students are usually not located in Gainesville and do not have access to the local activities. The UF Activity & Service fee is waived for UF EDGE students since they do not use the Gym and Intramural services.
5. Emergency Response
UF EDGE distance learning students are located worldwide and participate in UF EDGE courses online, therefore UF campus emergency response services are not used for UF EDGE distance learning students.

6. Academic Advising
Distance students in the UF EDGE program can speak with a faculty advisor in their specific department to discuss academic issues, planning, program of study, etc. Each student is assigned a graduate faculty advisor by their department. A listing of the different engineering departments contact information is found at: http://www.eng.ufl.edu/departments/index.php. Additionally, the college of engineering offers academic advising through the Engineering Student Affairs office, their website is: http://eng.ufl.edu/students and phone number is: 352-392-6000.

7. Career Advising/Job Placement
Distance students can use the career advising and job placement resources of the UF Career Resource Center. The website for the UF career resource center is: http://www.crc.ufl.edu The phone number is: 352-392-1601.

8. Student Organizations
The majority of UF student organizations consist of on-campus students and hold meetings on the UF campus. Therefore distance learning students in the UF EDGE program usually do not have access to actively participate in student organizations. The UF Activity & Service fee is waived for UF EDGE students since they do not actively participate in student organizations.

9. Admissions
Distance students in the UF EDGE program apply for admission as a student through the UF Admissions office, website: http://www.admissions.ufl.edu/index.html, phone: 352-392-1365. The application process is an online process so distance students can complete it without traveling to campus. Individual departments and the college can also be contacted by the distance students seeking information on the status of their application and to discuss requirements for admission. Engineering departments contact information is listed at: http://www.eng.ufl.edu/education/schools-departments/ General admissions questions can also be emailed to the college at admissions@eng.ufl.edu Potential new distance UF EDGE students can also contact the UF EDGE office directly, phone: 352-392-9670 or see the UF EDGE webpage on admissions at: http://www.ufedge.ufl.edu/degrees-and-certificates/getting-acquainted#admissions

10. Tutoring
Regularly scheduled tutoring is not currently offered for distance students, however the UF EDGE office provides online communication tools to any UF EDGE distance students, teaching assistants, or faculty that want to participate in online teleconferencing for course assistance.

11. Academic Student Complaints
Academic complaints of UF EDGE distance students are handled though the UF Ombudsman office, website: http://www.ombuds.ufl.edu phone: 352-392-1308. Academic issues can also be discussed at the college of engineering level, website: http://www.eng.ufl.edu, phone: 352-392-6000.
12. Non-Academic Student Complaints
Non academic student complaints for UF EDGE distance students can be handled by contacting the UF EDGE office directly at: phone: 352-392-9670 or web submission form at: edge-admin@eng.ufl.edu
The UF EDGE office can help solve most issues, or if not can direct any inquiries to the right office to assist them. The college of engineering can also provide assistance for distance students on non-academic student complaints, website: http://www.eng.ufl.edu phone: 352-392-6000. Department specific inquiries on non-academic complaints can be addressed by contacting the relevant department. Engineering department contact information is listed at: http://www.eng.ufl.edu/education/schools-departments/

13. Multicultural/Diversity Student Support
The majority of actives and groups hosted by the UF Multicultural & Diversity Affairs (MCDA) support center are based around on-campus activities, making it difficult for distance students to participate. The website for the MCDA office can be found at: http://www.multicultural.ufl.edu The UF Activity & Service fee is waived for UF EDGE students since they do not generally use the services of the UF MCDA office.

Distance Student Complaints: UF EDGE College of Engineering

UF EDGE Website:
Policies and procedures concerning student complaints and other student issues are outlined in sections of the UF EDGE website. The main UF EDGE website is: www.ufedge.ufl.edu

Online Assistance Form:
The contact information, including names, titles, and email addresses for all the UF EDGE staff members and director are located on the same ‘contact us’ page. This page also clearly lists the main UF EDGE phone number, 352-392-9670, that is staffed (and backup staffed) during working hours for any student issues. Distance students are encouraged to phone or email the UF EDGE office freely and if the UF EDGE office cannot answer their inquiry the staff will direct them to the correct department or UF contact for their specific issue.

UF EDGE Student Handbook:
The UF EDGE student handbook is sent electronically to all new UF EDGE students. It is also listed as a link off of the main UF EDGE homepage. The online link leads directly to the electronic version of the UF EDGE distance student handbook at: http://www.ufedge.ufl.edu/docs/misc/student_handbook.pdf
The UF EDGE student handbook is updated regularly concerning distance student policies and procedures. The handbook includes, the name, phone number, email address, and primary roles for all UF EDGE staff members, a section on individual department staff contacts, and department faculty advisor contacts for each UF EDGE degree program to help students direct any complaints or
issues to the proper contact. The UF EDGE student handbook also includes a section on UF library resources for distance learning students.

The UF EDGE Student Handbook is the written reference for UF EDGE, college of engineering distance students’ policies and procedures including sections on:
UF EDGE Contacts
UF Graduate School and General Requirements
UF EDGE Procedures
UF ISIS System
UF ID, Gatorlink ID & Password Procedures
Textbooks & Course Materials
Lectures for Distance Students
Exams & Homework for Distance Students
Transcripts & Grades
Tuition & Fees
Distance Library Services
Department Staff and Faculty Contacts
Frequently Used Links for UF EDGE Students

UF EDGE ‘News’ on Website:
The main UF EDGE website (www.ufedge.ufl.edu) has a ‘news’ section on the front page of the website that any important issues and time sensitive items are listed. This includes items such as student evaluation procedures, new policy announcements, or new course announcements, etc. Issues concerning student evaluations, graduation deadlines, and other time sensitive items are also sent via email to all UF EDGE students in addition to being posted on the ‘news’ portion of the website.

UF EDGE Online Student Evaluations:
All UF EDGE distance students are invited to participate in the UF course/faculty evaluation process to express anonymous concerns about course or faculty complaints. Students are emailed a link to the online course evaluation page when the time window opens for evaluations, as well as a listing about evaluations being open is posted on the ‘news’ section of the UF EDGE website.