

Virginia Commonwealth University | ACE-IT in College

Student Handbook



ACE-IT in College



VCU School of Education

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WELCOME



“College is an adventure where knowledge becomes a compass, dreams take flight, and the pursuit of greatness knows no bounds. Embrace the journey, for within it, you’ll discover the power to shape a future that knows no limits.”

Dear Students,

Welcome to ACE-IT in College at Virginia Commonwealth University! Congratulations on taking this exciting next step. We’re so happy you’re here! Our goal is to help you succeed in college and give you the skills you need for your career and personal goals.

While you’re at VCU and ACE-IT, you’ll take interesting classes, find jobs and internships, and enjoy campus events that make college fun. College can help you shape your future, and you’ll learn skills that will stay with you for life.

We want you to do well as a student, an employee, and a leader. We value honesty, safety, and doing the right thing. The ACE-IT team is here to support you, and we’re excited to see you grow and succeed.

Welcome again, and let’s make the most of your time at VCU!

With Kindest Regards and Congratulations,
Jaclyn Camden
Director

MISSION

ACE-IT in College is a School of Education certificate program at Virginia Commonwealth University (VCU) dedicated to the academic and career success of its students. The program is designed to support students with intellectual disability wanting to attend college as a pathway to obtaining competitive integrated employment and self-determined futures. The program strives to provide each student with individualized support so that ACE-IT in College students can actively engage in real-world learning through inclusive VCU employment, academic coursework, and campus activities.

HOW TO USE THIS HANDBOOK

We've put together this handbook with you in mind. It is your guidebook for getting familiarized with VCU and ACE-IT. Inside, you'll discover details about both your academic journey and what campus life is all about. Take your time to go through each section of this handbook. It's a great way to get a clear picture of what's ahead and what's expected of you as a student in the VCU ACE-IT in College program. This is about making sure you know your rights and responsibilities and helping you navigate this exciting phase of your education.

ACE-IT IN COLLEGE CONTACT INFORMATION

Mailing Address:

VCU-RRTC
1314 West Main Street
Box 842011
Richmond, VA
23284-2011

Email: aceit@vcu.edu

Website: aceitincollege.vcu.edu

Facebook: [ACE-IT in College](https://www.facebook.com/ACE-ITinCollege)

Instagram: [@aceitincollege](https://www.instagram.com/aceitincollege)

The ACE-IT staff is here to assist you during regular business hours. If you want to give them a call, use the office number your advisor shared with you. They're available Monday to Friday, from 8:00 am to 5:00 pm. But remember, advisors can be busy and may not be always available during the business hours listed. Leave a message, and they will return your call.

If you've got something to share or a question that pops up after these hours, no worries! Send them an email. They'll get back to you within 24 hours once the next business day starts. Your support is just an email or a call away!

PEOPLE TO KNOW

If you ever need help finding the right person to talk to, don't hesitate to get in touch with your assigned advisor.

[Jaclyn Camden](#)

Director

The Director oversees all ACE-IT in College activities, structure, and development.

[Jan Shea](#)

Program Coordinator

The Program Coordinator oversees day-to-day operations of the program and manages the academic components, including education coaches.

[Sonya Durham](#)

Career Support Specialist

The Career Support Specialist oversees the career-related components of the program, including the development of campus jobs and internships and supervising job coaches.

[Samuel Taylor](#)

Career Training Specialist

The Career Training Specialist provides direct support to ACE-IT students, with a focus on employment.

[Kelly Ligon](#)

Assistant Technology

Assistant Technology (AT) is a great support while in college. Students can access AT support through ACE-IT or the Student Accessibility and Educational Opportunities office.

[Hannah Ramsey Carignan](#), **Advisor**

[Staci Carr](#), **Advisor**

[Megan Reynolds](#), **Advisor**

The Advisors assist individual students in navigating their college experiences, including providing academic, career, and campus life guidance, support, and skill development.

PROGRAM STRUCTURE

Program Overview

[ACE-IT in College](#) is a nationally accredited, inclusive postsecondary education program for students with intellectual disability (ID). ACE-IT in College promotes inclusion and opportunities for students at VCU. As an ACE-IT student, you not only take VCU courses that align with your career goals, but you also have paid campus jobs and community internships to help prepare you for your chosen careers.

As an ACE-IT in College student, you will receive a certificate from the VCU School of Education once you have completed the program and all program requirements. Students meet program requirements by taking VCU courses, maintaining paid jobs on campus, and completing an internship at a local business. Students audit a majority of their courses. Remember - any college credits you receive while in the program are not transferable to another college or program.

The focus of this certificate is to prepare ACE-IT graduates to find competitive integrated employment in their chosen career fields. The ACE-IT in College program is a federally recognized [comprehensive transition and postsecondary \(CTP\)](#) program for students with intellectual disability.

Academic and Career Plan

A student's Academic and Career Plan (ACP) is their road map to college. Your Academic and Career Plan is a document that is first created after your Person-Centered Planning Meeting. It outlines your goals, strengths, areas for growth, your classes, and campus employment information.

Advisors and students will spend time each semester reviewing your Academic and Career Plan. During team meetings, this plan should be reviewed and shared. You may access a blank copy of the [Academic and Career Plan](#) on the ACE-IT Shared Drive. An example of a plan of study portion of the ACP can be seen on the next page:

Required Courses

UNIV 101: Intro to the University	Fall 2017	A	1
	Semester	Grade	Credit
SPCH 121: Effective Speech	Spring 2018	AU	3
	Semester	Grade	Credits
SEDP 492: ACE-IT in College Internship	Spring 2019	A	1
	Semester	Grade	Credit

Required Liberal Arts Studies

Science – UNIV 391: Science of Happiness	Fall 2017	AU	3
	Semester	Grade	Credits
Language and the Arts – THEA 103: Stagecraft	Spring 2018	AU	3
	Semester	Grade	Credits
Social Studies/Civilization/History/ Global Studies – MASC 201: Curiousness	Fall 2018	AU	3
	Semester	Grade	Credits

Electives

Elective A – INFO 162 Dig Literacy: Spreadsheet Skills 1	Spring 2018	AU	1
	Semester	Grade	Credit
Elective B – CMST 300: Foundations of Community Engagement	Fall 2018	AU	3
	Semester	Grade	Credits
Elective C – ENGL 295: The Reading and Writing of Fiction and Poetry	Spring 2019	AU	3
	Semester	Grade	Credits

Academic Course Breakdown

While you're with us, you'll be taking at least one VCU course every semester. The exact number of credits you'll be taking depends on your Academic and Career Plan, as well as how you are doing with the program's requirements.

Students need to be familiar with their Academic and Career Plan throughout their time at VCU. Think of your Academic and Career Plan as your road map for college. It helps you choose what classes you must take to complete the program. Also, your Academic and Career plan helps you see what classes are needed for the job you want after graduation.

You are required to complete between 20-24 credit hours of classes. Some of these classes are taken for credit (meaning you will get a grade) and some are taken as an audit (meaning you will not see a grade but an AU).

Required Courses

- SEDP 492(1) ACE-IT Bridge in Course (1 credit)
- UNIV 101 Introduction to the University (1 credit)
- SPCH 121 Effective Speech (3 credits)

Liberal Arts Education Courses

Students are required to complete one course from each of the following academic areas:

- Science
- Language and the Arts
- Social Studies/Civilization/History/Global Studies

Electives

Students take 2-3 electives of their choice that align with career goals and interests.

Course Credits

The courses you complete while in ACE-IT are not eligible to transfer to another college or be used towards a degree program. This is because most of the courses you are enrolled in are through audit.

Auditing a course means a student enrolls in a course but does not receive academic credit upon completion of the course. Professors, students, and advisors are in communication throughout the semester to review a student's progress and participation. At the end of each semester, professors are asked to review each Student's progress with the ACE-IT Policy for Assessment (see pages 10-11) and provide feedback about the student's time in the course.

It is important to note that ACE-IT Policy for Assessment, does not focus on whether a student passes an exam or quiz, but if they are actively participating in the class and putting in the work. Students are required to attend class and attempt all assignments to the best of their ability. If you have questions about auditing and the policy for assessment, please reach out to your advisor or the program coordinator.

Campus Employment

As you start your academic journey, you'll be required to have a campus job during your first academic year in both the fall and spring terms and again in the fall of your second academic year. Each student will have 2-3 different campus jobs during your time in the program. You'll be working around 6-10 hours each week.

Getting these jobs might involve filling out applications and doing interviews. But here's the neat part – these campus jobs are selected to match your career goals and skills, and when you're available. So, it's all about you and your unique journey.

Not only will you be earning some income, but you'll also gain valuable experience.

Internship

As you're approaching graduation during the spring semester, there's a requirement for all ACE-IT students to enroll in an internship course. This course is taken for credit. To earn credit, you will need to participate in an internship within the local community that aligns with your career goal, with a minimum of 80 hours over the semester. Unlike on-campus jobs, these internships can either be paid or unpaid. Alongside the internship, ACE-IT students will also have coursework to complete throughout the semester. This coursework is designed to enhance your workplace readiness skills. It's all part of preparing you for the next steps after graduation.

Policy for Assessment

Satisfactory Student Academic Progress

Students will receive an overall evaluation from their professors in every course, whether taken for credit or audit. This evaluation confirms that the ACE-IT in College participant has completed all course requirements agreed upon by the student and professor. Students are expected to complete the course attendance requirements, at a minimum. They are not meeting expectations if they do not attend class according to the professor's guidelines.

Additionally, students need to show a genuine effort to complete assignments. Extra consideration is given to producing high-quality work comparable to degree-seeking college students.

Student Performance Rubric

Student Performance Evaluation	Criteria for Evaluation
Exceeds Expectations	<ul style="list-style-type: none">• Meets course attendance requirements as defined by the professor. Turns in/completes 90-100% of the course assignments, projects, quizzes, and tests.• Overall quality of work is assessed as similar to that of a student who would receive a grade of A or B for the course, regardless of whether the course is taken for credit.
Meets Expectations	<ul style="list-style-type: none">• Meets course attendance requirements as defined by the course instructor. Completes 90-100% of the course assignments, projects, quizzes, and tests, but the overall quality of work does not reach the level of an A or a B.• The overall quality of the work demonstrates a 'good faith' effort. Good faith effort includes participating in class activities (with the education coach assisting as needed), asking instructor questions (in or out of class), responding to instructor feedback, completing agreed-upon alternate assignments, or using class accommodations.

Satisfactory Progress

- Meets course attendance requirements as defined by the course instructor. Completes 75% of the course assignments, projects, quizzes, and tests, but the overall quality of work does not reach the level of a B or a C.
- The overall quality of the work demonstrates a 'good faith' effort. Good faith effort includes participating in class activities (with the education coach assisting as needed), asking instructor questions (in or out of class), responding to instructor feedback, completing agreed-upon alternate assignments, or using class accommodations.

**Does Not Meet
Satisfactory Progress**

- Does not meet course attendance requirements and completes less than 50% of the course assignments, projects, quizzes, and tests.
- The student does not demonstrate an overall quality of work that speaks to a 'good faith' effort. Student shows little to no participation in class discussions, is not communicative with the professor, or is not receptive to feedback.

PROGRAM SUPPORTS

Education Coaches

Education Coaches are fellow VCU students who are hired and trained by the Program Coordinator to support ACE-IT students in their college classes. Education coaches are paired with ACE-IT students based on both of their schedules as well as by best fit. It is very common for an ACE-IT student to have a different education coach for each of their classes. This gives you the opportunity to get to know more of your peers! Your education coach will attend class with you and spend an additional hour with you before or after each class; this is called coaching time. During coaching time, your coach will help you review material, plan your homework, learn to study, and work on your independent skills. Your education coach is here to help you, not take your class for you. This means that your coach will not do your homework for you!

Job Coaches

Job Coaches are fellow VCU students who are hired and trained by the Career Support Specialist to support ACE-IT students in their campus jobs. Program staff match job coaches with ACE-IT students based on schedules as well as by best fit. Your job coach will support you in learning and developing independent skills on your job site. Your job coach may help you learn important work skills like how to clock in, ask your manager for accommodations or a change in your schedule, and how to prioritize your tasks. They will develop personalized strategies to help you succeed at work such as a checklist of tasks to complete for your shift or a script for customer interactions. Your job coach will step away when you don't need their support to allow you more independence but are always available during your shift as needed.

Peer Mentor

Peer Mentors are fellow VCU students who volunteer to support ACE-IT students in the social and recreational activities of college. If an ACE-IT student is interested, ACE-IT staff will pair them with a VCU student based on their common interests, preferences, and availability. Program staff will introduce you and your new peer mentor and suggest a first meeting time and activity. From there, it is up to you to plan your time with your assigned peer mentor.

ADVISING

College is a really cool and fun time! But it can also get a bit confusing because there are so many things to decide. Don't worry, though! ACE-IT in College Advisors can be your guides. When you join ACE-IT, you'll be matched with an advisor. These advisors are there to help you. They'll work together with you to figure out what choices are best for your future and the career you want!

Academic Advising

As an ACE-IT in College student, you'll sign up for VCU classes. This means you get to choose from a bunch of different classes! But don't worry, there are some classes you must take, and your advisor will be there to guide you. Your advisor will make sure the classes you take help you learn things that will be useful for your future career.

Your advisor isn't just there to help you choose and sign up for classes each semester. They're also here to support you through the program. While you're working on your classes with your education coach, your advisor will keep an eye on how things are going. They'll read the notes from your coach, talk to you and your coach, and do check-ins during coaching. Whenever you need extra help, your advisor is the person to turn to. It's a good idea to stay in touch with them during the semester and have regular meetings. You don't have a set number of times you must meet, but you do need to keep in touch and reply to their emails. They're here to help you succeed!

Career Advising

Every semester, you have two important times when your employment progress is looked at – in the middle of the semester and at the end. This is like checking how well you're doing and what skills you're improving. These checks help decide what your job may be for the next semester.

When you're working with your job coach, there's another helpful person called a Career Support Specialist who's also keeping an eye on how things are going. They read the notes from your job coach, have conversations with you, your coach, and maybe even your employer to make sure everything is on track and going smoothly.

They also collaborate with your advisor to make sure you're making good progress toward your career goals. Together, the Career Support Specialist and your advisor figure out if there is any extra support or assistance you might need to reach your goals. And if it turns out that your goal needs some adjustments, they'll help with that too.

THINGS YOU NEED TO KNOW

Tuition

As a VCU student, you'll need to pay the costs of tuition and university fees for the courses you're taking. You will need to pay your semester bill before you register for the next semester of classes. If you do not pay your bill on time, it will cause a hold on your student account. That hold will keep you from registering for your classes until the bill is paid, which would make it tough to keep moving forward in the program.

All the details about your account, including any holds, can be found when you log in to your [VCU eServices](#) account. It's like a one-stop shop for your account info.

Professional Boundaries

Whether you're at school or work, these boundaries are like a set of guidelines that help us maintain a healthy and respectful environment.

Think of them as a way to balance our personal and professional lives. They're there to make sure we treat others with kindness and respect, but also to protect our own well-being. Here's why they're crucial:

Respect: Setting professional boundaries shows that we respect each other's personal space, opinions, and feelings. It helps create a positive atmosphere.

Focus: At school or work, we're there to learn, grow, and contribute. Professional boundaries help us stay focused on our tasks and responsibilities, so we can do our best.

Safety: These boundaries keep us safe from inappropriate behavior or situations. They ensure that no one feels uncomfortable or pressured.

Productivity: By maintaining professional boundaries, we can be more productive because we're not distracted by personal issues or drama.

Healthy Relationships: Boundaries help us build healthy relationships with classmates, colleagues, and superiors.

Self-Care: They also remind us to take care of ourselves. It's essential to have time for relaxation, hobbies, and personal life outside of school or work.

Remember, setting boundaries doesn't mean being unfriendly or distant. It means finding a balance that allows us to thrive in our academic and professional pursuits while respecting ourselves and those around us.

If you ever need help or advice about handling these boundaries, don't hesitate to contact your assigned advisor. They're here to support you!

Rules and Expectations

As part of ACE-IT, there are some important rules and expectations for you to keep in mind whether you're in class, at your job site, or during your internship:

Be on time – always

Follow directions and accept feedback

Don't text or talk on your cell phone when you're in class or working

Always maintain a positive attitude

Treat your peers, supervisor, and co-workers with respect

Take class and job responsibilities seriously

Ask questions when you don't understand

Here's what you need to do to be fully prepared:

- **Check Your VCU Email and Google Calendar:** Remember to check these daily. This will help you stay in the know about your day on campus.
- **Getting Around:** Make sure you've got your transportation figured out. It's important to know how you'll get to and from campus.
- **Know Your Way:** Take some time to get to know the campus. Walk around, explore, and ask questions about where things are.

What to Bring

It is your responsibility as a college student, employee, and student within ACE-IT to come to class, coaching, work, and meetings prepared. Here is a great check list to help guide you on what to bring to different events on campus.

These are general guidelines on what to bring. Specific classes or jobs may have different or additional requirements.

Class

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Bag or bookbag | <input type="checkbox"/> Student ID |
| <input type="checkbox"/> Laptop | <input type="checkbox"/> Textbook(s) |
| <input type="checkbox"/> Notebook | <input type="checkbox"/> Phone |
| <input type="checkbox"/> Pen or pencil | <input type="checkbox"/> Chargers |

Education Coaching

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Bag or bookbag | <input type="checkbox"/> Student ID |
| <input type="checkbox"/> Laptop | <input type="checkbox"/> Textbook(s) |
| <input type="checkbox"/> Notebook | <input type="checkbox"/> Phone |
| <input type="checkbox"/> Pen or pencil | <input type="checkbox"/> Chargers |

Advising

- | | |
|---|-----------------------------------|
| <input type="checkbox"/> Bag or bookbag | <input type="checkbox"/> Phone |
| <input type="checkbox"/> Laptop | <input type="checkbox"/> Chargers |
| <input type="checkbox"/> Pen or pencil | |

Pre-First Day / “Onboarding”

- | | |
|---|--|
| <input type="checkbox"/> Birth certificate | <input type="checkbox"/> State identification card |
| <input type="checkbox"/> Social Security Card | <input type="checkbox"/> Passport |

First Day / Workdays

- | | |
|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Uniform | <input type="checkbox"/> Phone |
| <input type="checkbox"/> Student ID | <input type="checkbox"/> Chargers |

Internships

- | | |
|---|--|
| <input type="checkbox"/> Bag or bookbag | <input type="checkbox"/> Pen or pencil |
| <input type="checkbox"/> Internship hours tracking form | <input type="checkbox"/> Phone |
| <input type="checkbox"/> Laptop | <input type="checkbox"/> Chargers |

FAMILY/SUPPORT INVOLVEMENT AND EXPECTATIONS

ACE-IT isn't just about getting students ready for their future careers and life after college. We want to provide as many opportunities to practice independence as possible. And as they step into the world as young adults, the stakes are higher and the outcomes are more significant.

If you are a family member or other trusted support, you play a critical role in preparing your students for this transition. Here are some suggestions on how to encourage and empower independence:

Encourage Open Conversations: Talk with your student about their goals, fears, and aspirations. Being open and understanding can make a huge difference.

Promote Self-Responsibility: Let them take the reins in managing their tasks, emails, schedules, and responsibilities.

Guide, Don't Control: Offer guidance and advice without trying to dictate every step. This helps them learn decision-making and problem-solving.

Cheer on Independence: Allow them to tackle challenges on their own.

Provide Opportunities to Build Independent Living Skills:

Encourage and support the practice of independent living skills like budgeting, packing lunch, and time management.

Support Their Decisions: Even if their path doesn't align perfectly with your own vision, support their choices. They're learning through experience.

Stay Positive: Transition can be tough, but staying positive and encouraging makes a world of difference.

Celebrate Achievements: Recognize and celebrate their accomplishments, no matter how big or small.

If there are questions or concerns on how to best support students through college, reach out to their advisor. The advisors can provide practical strategies and support.

FERPA

The Family Educational Rights and Privacy Act (FERPA) gives students rights that protect their education records.

At VCU, this basically means that you get to decide who can look at your school records, what parts they can see, and how long they can see them. It's important for ACE-IT students to know about this law and how it affects them. It's all about making sure your college-related information stays private. You decide who gets to see your records.

Students choose specific people to look at their records. Just use the FERPA Consent to Release Student Information Form. You might want to share with your mom or dad, your case manager, or your DARS counselor.

ACE-IT staff cannot share any information without the completion of the above form. This is a federal law that ACE-IT staff must follow.

STANDARDS OF CONDUCT

VCU Policies

ACE-IT students are expected to follow policies and guidelines as outlined in Virginia Commonwealth University's Student Code of Conduct and the Honor System & Standards of Academic Conduct. Acting in a way that goes against VCU's conduct policies and guidelines can lead to disciplinary action, including dismissal from VCU and the ACE-IT program.

Students are responsible for reviewing and following VCU and ACE-IT conduct policies. To ensure you follow [VCU's Integrity and Compliance](#) guidelines, VCU students and student employees must be aware of the rules that apply to them. If you have questions or concerns about any of these rules, you should contact a member of the ACE-IT program staff.

In adherence to the VCU Bulletin, ACE-IT in College students should be familiar with the academic regulations in individual school and department publications and on program websites. However, in all cases, the official policies, and procedures of the university, as published on the VCU Bulletin, take precedence over individual program policies and guidelines.

ACE-IT in College Specific Conduct Probation and Removal Policy

In addition to the Student Code of Conduct, ACE-IT in College students are also held to the following program-specific code of conduct for the program from admission through graduation.

As a VCU ACE-IT in College student, I must abide by the following terms and conditions:

- I will always communicate respectfully with program staff, coaches, mentors, employers, instructors, and others at VCU.
- I will respect the professional and personal boundaries established by VCU staff and others in the VCU community.
- I will attend classes, coaching sessions, employment and internship shifts, and other program activities as scheduled and be fully prepared unless there is an illness, emergency, or other excusable reason.
- I must adhere to the attendance requirements outlined in my course syllabus and employer.
- I will not miss more than three coaching sessions or other required meetings each semester.
- I agree that if I miss any required activities due to illness, emergency, or other, I will contact all necessary parties in a timely manner and may be required to provide documentation.
- I will not withhold information that is critical to my college success. I will maintain ongoing and honest communication with program staff.
- I will comply with all rules, feedback, and instructions from instructors, employers, and program staff.
- I agree to utilize supports and resources.
- I understand that all work on assignments must be my own.
- I understand that the first summer and fall semesters are probationary.

I understand that failure to adhere to the ACE-IT in College and/or VCU Code of Conduct will result in probation and/or termination from VCU and the ACE-IT program.

Continuance in the ACE-IT in College Program

Definition of “Good Standing” for ACE-IT Students

An ACE-IT student enrolled at VCU is in “good standing” until such a time the student is placed on probation or terminated from the program. “Good standing” is defined within ACE-IT as meeting all academic and employment requirements for the program and following the ACE-IT Code of Conduct mentioned above.

Program Warning

A student will be notified of a warning about their progress if they fail to meet satisfactory progress (see pages 10-11 for the ACE-IT Policy for Assessment) of their academic courses, do not follow the ACE-IT Code of Conduct (listed on page 17), or the VCU Code of Conduct. This warning is issued to the student and family through a meeting with the advisors and program director. During this meeting, the student, family, and program staff will identify action items and goals for the student to achieve to return to “good standing”. These goals and action items will be individualized to address what areas the student is not following program standards.

For instance, if a student is missing work or class without reason, an action item will be that the student will not miss any remaining classes or work for the remainder of the semester or for the following semester.

Probation

A student will be placed on probation if the student does not meet the goals and action items agreed upon through the warning process, continues to not follow the ACE-IT or VCU Code of Conduct, or receives another unsatisfactory evaluation rubric the following semester. When a student is placed on probation, they must follow the Probation Process on the following page to be released from probation.

Termination

A student who fails to meet the probation process terms or commits an offense that calls for immediate termination is subject to termination from the program and enrollment from VCU. Students who are terminated from the program will be provided with the opportunity to meet with the program director and be provided with any requested documentation.

****** It is important to note that the above information is the process outlined by ACE-IT in College. The university has the right to terminate the enrollment of any students for unlawful, disorderly, or immoral conduct as outlined in the [VCU Bulletin](#).

PROBATION PROCESS

- 1) Your ACE-IT in College advisor and program director will schedule a meeting with you, and a family member, if appropriate, to provide you with a warning when at risk of probation.
 - a) A follow-up email will be sent and put in your file that outlines the conditions of remaining off probation.
- 2) If conditions are met for probation, your ACE-IT in College advisor and program director will schedule a meeting with you, and a family member, if appropriate, to provide you with notice that you are on probation. Probation will last the rest of the semester, and the determination to continue probation into the following semester will be determined by program staff.
 - a) A follow-up email will be sent and put in your file that outlines the conditions of your probation.
- 3) If you meet the conditions of your probation, you will be removed from probation at the specified time.
- 4) If you go against the terms of probation, you will be terminated from VCU and ACE-IT immediately without the possibility of reapplying.
 - a) You will receive an email outlining the reasoning for your termination from VCU for your records.
 - b) You have the right to request a meeting with your advisor and ACE-IT in College Director regarding the decision.

The ACE-IT in College staff has the right to decide whether an offense calls for immediate dismissal from the program without the need for probation.

Please get in touch with a member of the ACE-IT team if you have any questions.

COMPLAINTS AND GRIEVANCE PROCESS

If you are facing any issues or problems, it is your responsibility and right to let program staff or VCU staff know. We are here to help! Check out the info below about the various ways you can do that. These are your rights as a student. You have the right to reach out to the Program Director to talk about a problem with the program. ACE-IT in College follows the guidelines from VCU regarding if a student needs to file a complaint or a grievance.

ACE-IT Specific Concerns

This is when you've got a problem that involves people within the ACE-IT program and you want to ask the ACE-IT Director for help. It could be program staff, your support coach, a peer mentor, or anyone directly connected to the program.

Students should contact the Program Director, Jaclyn Camden (jlcamden2@vcu.edu), if they are experiencing a problem with program staff. The Director will review the complaint and schedule a meeting or other needed action. The Director will make reasonable efforts to protect the student's privacy.

It is at the Director's discretion if family or other staff need to be present. The Director may also direct the student to file a formal complaint via the University's student complaint report form.

Complaints

A complaint is when a student feels something is bothering them related to their academic or college experience.

As outlined by the Dean of Students Office, VCU is committed to listening to students and student concerns. ACE-IT students can file complaints on their own or could request staff support if needed.

If a student needs to make a formal complaint with the university, they may submit concerns using the university's [student complaint reporting form](#). Students may also email vcudean@vcu.edu or call (804) 828-1244 to submit a concern.

The Dean of Students office will try its best to keep the information of those involved private. They want to balance this with the need to collect information to figure out what happened and how to fix the problem.

Privacy

Privacy means that they might share information from the report with only a few university staff members who need to know. They do this to help figure out what to do about the issue, making sure it's handled by the right people or department.

Grievances

As defined by VCU, grievances involve students not being allowed to use their accommodations or discrimination due to their disability. Additional information about the grievance policy can be found on the [Grievance Procedure](#) section of SAEO.

Before you submit a SAEO grievance, please reach out to your SAEO case manager as a first step to resolve the problem. You can speak to your ACE-IT advisor if you have questions or would like support reaching out to the case manager. If you still feel like your rights about accommodations or discrimination have not been fixed, then you would [Submit a SAEO Grievance](#).

There is also a grievance policy for VCU employees. If you feel that you have a grievance in your role as a student worker, please reach out to the Human Resources (HR) staff in your department or unit.

Always remember, your ACE-IT advisor or the Program Director is available if you would like to request support about complaints or grievances.

RESIDENTIAL DISCLOSURE/STATEMENT

VCU is fully committed to supporting diversity, including students with disabilities, on campus. There is strong support from VCU administrators, faculty, and staff who are helping to put all the ACE-IT in College components in place. However, the program does not offer a residential component. Students seeking to live independently can explore multiple, non-university housing options close to the VCU campus. All students participating in ACE-IT in College are from the Greater Richmond metro region and have traditionally participated in college as commuter students.

ACE-IT staff do not aid students in locating or securing housing. Here are resources that students can utilize for their housing needs:

www.offcampus.vcu.edu

www.housing.vcu.edu

STUDENT RESOURCES

ADA & Accessibility Services - Equity and Access Services - VCU

VCU follows federal and state laws and regulations regarding access for people with disabilities. The Office of the President and Equity and Access Services provides a complete guide for all the different ways VCU provides equity and access services.

912 W. Grace St., 2nd Floor
Box 843022
Richmond, VA 23284-3022
(804) 828-1347
equity@vcu.edu

Free Time: What to Do?

Provides options for downtime while on campus.

GRTC Pulse

Students, faculty, and staff - at no cost to you - have unlimited transportation access on GRTC's Pulse Bus Rapid Transit (BRT) and regular fixed-route bus service (local and express) - thanks to a new partnership with GRTC. Present your VCU-, VCU Health System- or Virginia Premier-issued ID card to the bus driver upon boarding.

1108 W. Broad St.
(804) 828-7275 (PARK)

Military Student Services

Military Student Services works with veterans, active service members, spouses and dependents to meet each student's unique needs, easing the transition from military life to the world of academics.

Harris Hall, 3rd Floor
1015 Floyd Avenue
(804) 828-6563
militaryserv@vcu.edu

Regalia Assistance

Regalia is what students wear to graduation. It includes caps, gowns, tassels, and other related attire. Regalia assistance will be administered through the Division of Student Affairs. Students must complete the application form. Financial need will be considered as part of the process.

901 Floyd Ave.
(804) 828-1244
dsa@vcu.edu

SOE Scholarships

The VCU School of Education currently offers 54 scholarships to students of all levels: from doctoral candidates to undergrads. Click the link above to learn about the different scholarships, including eligibility criteria.

Student Accessibility and Educational Opportunities (SAEO)

The supports and accommodations students are eligible for in college may be very different than what they had under an IEP in high school. Students accepted into ACE-IT in College will need to register with VCU's Student Accessibility and Educational Opportunity (SAEO) Office on campus by sharing documentation of a disability. ACE-IT staff will assist all accepted students with this process.

907 Floyd Avenue, Room 018
(804) 828-2253
saeo@vcu.edu

Student Accounting/Bill/Tuition

Provides assistance with providing copies of and explaining student bills, verifying payments and refunds, explaining any accounting-related holds, and accepting third party scholarship checks and billing authorization.

Monroe Park Campus
Harris Hall
1015 Floyd Avenue, First Floor
(804) 828-2228
stuacctg@vcu.edu

VCU Alert

Provides information about urgent situations happening on or near campus. Students and families can sign up to receive text alerts on cell phones.

VCU Academic Calendar

The academic calendar is your go-to for all the important dates during the school year. It shows when classes start and end, when holidays and breaks are, and when exams happen. You'll also find deadlines for registering, adding or dropping classes, and withdrawing from courses. Plus, it includes graduation dates and other key events to help you stay organized and on top of things.

VCU Payroll Calendar

Keep track of your payday schedule to make the most of your campus job!

VCU Records & Registration Services

Harris Hall, First Floor Room 1100
1015 Floyd Ave.
(804) 828-1550
ssc@vcu.edu

Virginia Department for Aging & Rehabilitative Services (DARS)

Though DARS counselors aren't part of the ACE-IT staff, they're still a crucial part of your team. It's a good idea to stay in touch with your counselor if you have one. They can help you with things like planning for your future career, finding financial resources, and making plans for after graduation.