

- Microsoft Business Solutions Certification Exams (888.889.8873)
- MySQL Certification Exams (800.247.8715 option 4)
- Novell Certification Exam (800.837.8263)
- PRMIA Certification Exams (877.378.8378)
- Radware Certification Exams (888.687.3756)
- Risk Management Association Exams (800.378.8378)
- Security Certified Program Certification Exams (800.247.8715 Option 6)
- Siebel Certification Exams (877.894.6250)
- Siemens Certification Exams (888.889.9062)
- Sun Microsystems Certification Exams (877.786.3926)
- Telecommunications Industry Association Exams (877.619.2096)
- VERITAS Certification Exams (866.752.7339)
- VMware Inc. Certification Exams (800.676.2797)
- Zend Certification Exams

## DATC Test Center

- Call Center Certifications

## Other Exams

The following exams are administered on scheduled dates established by the agency responsible for the program.

Candidates must contact the individual agency to register for the following exams:

- Chartered Market Technician Program Exam (CMT)
- Law School Admission Test (LSAT)
- Medical College Admission Test (MCAT)
- Pharmacy Admissions Test (PCAT)

## Testing Centers

Testing Centers for academic courses are located at the Cypress Creek, Eastview, Northridge, Pinnacle, Rio Grande, Riverside, and South Austin campuses as well as the ACC centers in Fredericksburg, Round Rock, and San Marcos. Hours of operation vary by location. Students should check with their instructors on the availability of tests at the various locations. Students must be registered in classes at Austin Community College in order to take tests in the Testing Centers. Procedures for using this service are available from the Testing Centers. In addition to an ACC Student ID, Testing Centers require a valid picture ID.

## Instructional Philosophy

ACC is committed to the belief that in a free and democratic society, all persons should have a continuing opportunity to develop skills and knowledge as well as to enhance their understanding of the responsibilities in that society. The college takes as its guiding educational principle the proposition that, insofar as available resources permit, instruction should be adapted to student needs. This principle requires both flexibility in instructional strategies and maintenance of high academic standards.

## Academic Standards

### Grading System, Semester-Credit

The following grading system is used at ACC:

Grade	Interpretation	Grade Points Per Semester Credit Hour
A	Excellent	4
B	Good	3
C	Satisfactory	2
D	Minimum Passing	1
F	Failing	0
I	Incomplete	Not Computed
IP	In Progress	Not Computed
P/F	Pass/Fail	*
W	Withdrew	Not Computed
AU	Audit	Not Computed
CR	Credit Given for Non-Traditional Transfer Work	Not Computed

The grade point average is calculated by dividing the number of credit hours into the total grade points.

\*Pass/Fail: A passing grade is defined as the equivalent of a C grade or better. A grade of P (passing) achieved in a course under a pass/fail option will not be used in calculating cumulative GPA. A grade of F (failing) received in a course taken under a pass/fail option will be used in calculating GPA. The Pass/Fail grade option is only applicable to a limited group of practicum courses. Please see an academic department advisor for information about this grade option.

### Student Course Load, Semester-Credit Programs

A full-time student is defined as a student who:

- Registers for 12 or more credit hours in any combination of terms within the 16-week semester
- Registers for 12 credit hours within the 11-week or 9-week summer sessions
- Registers for six credit hours in one 5½-week summer session, or six credit hours in each 5½-week session

# Academic Policies

Students must obtain written permission from the campus dean of student services a designee before registering if they wish to:

- Register for more than 18 hours in any combination of terms within a 16-week semester
- Register for more than 12 hours in any combination of terms within the 11-week summer semester
- Register for more than six credit hours in a 5½-week summer session

## Good Standing and Acceptable Academic Progress, Semester-Credit Programs, and Grade Point Average

### Good Standing

Good standing is the maintenance of a cumulative grade point average (GPA) of 2.00 or better (on the 4.00 scale used at ACC). A 2.00 GPA is the same as a C average. Students must have a cumulative GPA of 2.00 or better in order to graduate from any degree or certificate program. In calculating a student's cumulative GPA, all coursework attempted at ACC for which a grade of A, B, C, D, or F was awarded will be considered. The student's permanent record shall reflect two grade point averages:

- All college work taken at ACC, including developmental courses, if the student took such courses
- College work taken at ACC, which excludes any developmental courses

### Incomplete Grades

An instructor may award a grade of I (Incomplete) if a student was unable to complete all of the objectives for the passing grade in a course. An I cannot be carried beyond the established date in the following semester. The completion date is determined by the instructor but may not be later than two weeks before the end of the semester. The department chair will approve a change from I to a performance grade (A, B, C, or D) for the course before deadline.

Consideration should be given to course load, job, and family obligations when carrying an I into a new semester for completion. An I that is not resolved by the deadline will automatically be converted to an F.

In extreme cases, students may receive permission to carry an I for longer than the following semester or session deadline. Approval must come from the instructional dean.

### In Progress Grades

An IP (In Progress) grade is used for students in developmental education courses. An IP may be awarded to students who remain in the class, are attending and are progressing but not achieving the standards for earning a C or better in the course. An IP is a final grade for the term and counts toward the student's term hour load but carries

no grade points or credit toward graduation. An IP does not mean successful fulfillment of the objectives of the course or completion of remediation. Students who earn an IP and continue at ACC must re-register in the same course for the next term that they enroll unless TSI requirements are otherwise met, in which case the IP becomes the final grade.

An IP grade is not to be used as an alternative to an I or an F. TSI-mandated students who have excessive absences do not qualify for an IP.

Students may earn an IP in the same course two times. On the third attempt, the student is not eligible for an IP and instead must earn an A, B, C, D, or F.

### Repeating Courses

All grades for repeated courses appear on the transcript. An asterisk (\*) by a course grade on the student's transcript indicates that the course has been repeated. In general, when non-Developmental Education courses are repeated, only the highest grade earned will be used in calculating the grade point average.

### Academic Standards of Progress

ACC monitors academic progress to identify students experiencing academic difficulty. The college intervenes in a student's academic life when circumstances warrant, by limiting enrollment and course selection if considered necessary and may employ additional interventions to foster and encourage academic success. The student's academic status returns to good standing at any point that the student meets the cumulative 2.0 GPA and a cumulative 50 percent course completion rate.

- **Good Standing** - For students who maintain a cumulative 2.0 GPA or greater and cumulative 50 percent or higher course completion rate.
- **Early Alert** – For students who do not have a cumulative 2.0 GPA or greater or 50 percent course completion rate any time after their second semester or after earning six college hours, whichever comes first. Intervention: Students are notified of their academic standing and encouraged to meet with a counselor, and/or seek other support services.
- **Warning** – For students who do not have a cumulative 2.0 GPA or greater or a cumulative 50 percent course completion rate and were on Early Alert the previous semester. Intervention: Students are notified of their academic standing and that they must meet with a counselor to develop a Performance Improvement Agreement in order to register.
- **Suspension** – For students who do not have a cumulative 2.0 GPA or a cumulative 50 percent course completion rate and were on Warning the previous semester. Intervention: Students are notified that they are suspended and may not enroll in any ACC courses for the indicated period. Students are suspended for the next semester and the accompanying summer. Students on a second or subsequent suspension are suspended for a calendar year.

- **Probation** – For students re-entering ACC after suspension. To remain on probation, the semester GPA must be 2.0 or greater and the semester completion rate must be 50 percent or higher. Intervention: Students re-entering ACC, after being suspended, are notified that they must meet with a counselor to develop a Performance Improvement Agreement in order to register. Students not meeting the cumulative or semester requirements will be suspended for a calendar year.

Note: Students are responsible for knowing their academic status. Additionally, students receiving financial aid must also comply with the Satisfactory Academic Progress Policy for financial aid recipients.

## Procedures to Resolve Grade Disputes

All course grades are awarded by the instructor of record. At the beginning of the course, your instructor will inform you of course requirements and grading policies. Your instructor shall exercise professional judgment in the application of those policies and the awarding of grades. All grades are final except in the case of college error.

### Resolving disputes about a grading policy and/or a specific assignment grade

If you have a question about a grading policy and/or a specific assignment grade, you must raise your question **while enrolled in the course**. Meet with your instructor and discuss your questions or objections. Document in writing what you discuss and the outcome of that discussion in case you later request a formal “Review of Final Course Grade.”

If you are unable to resolve your questions or objections with your instructor, make an appointment with the department chair to discuss the matter or, if the instructor is the department chair, with the dean. If you need help locating the department chair or dean, visit Student Services on any campus, or refer to the website at [www.austincc.edu/dept](http://www.austincc.edu/dept).

### Resolving disputes about final course grades

If you have questions about your final course grade, you must contact your instructor **within three months** after the grade was awarded. If you cannot contact the instructor, contact the department chair. (If the department chair is also the instructor who awarded the grade, the appropriate dean or associate vice president shall act in place of the department chair.)

If the grade awarded was not the grade your instructor intended, your instructor will initiate a Grade Change Request Form to correct the error. Address any follow-up questions to your instructor or the department chair.

If the grade awarded was the grade your instructor intended, but you believe there was an error, you may request a formal “Review of Final Course Grade.”

### Formal ‘Review of Final Course Grade’

1. A request for a formal “Review of Final Course Grade” may be submitted only if a student is unable to resolve the dispute either with the course instructor or with the assistance of the department chair. Students are encouraged to make an appointment with an ACC counselor to discuss the process before preparing a formal request.
2. In order to begin this process, you must submit your written request including evidence of college error and relevant supporting documentation to the department chair **within three months** after the grade was awarded. The department chair will forward your request to the dean who oversees that department. Late requests or deadline extensions will be approved only if there are documented extenuating circumstances.
3. The dean will give your instructor a copy of your written request and ask the instructor to provide a written response. The dean will give you a copy of the instructor’s written statement. If the college no longer employs the instructor who awarded the grade, the dean will make a diligent effort to locate the instructor to obtain a written statement. (If the instructor is unavailable, the dean, in consultation with the department chair, will give you a written statement containing all relevant information available to them.) During the process of writing and exchanging statements, the instructor may choose to change the grade or you may withdraw your request for review. If neither of these occurs, the dean shall appoint a three-member faculty Grade Review Committee to consider the request.
4. The Grade Review Committee will consist of three members, including a required representative outside the discipline. None of your current instructors, at the time the committee meets, will be on the committee. You may exercise your option to have a Student Government Association representative participate on the committee. If possible, one of the committee members will be an adjunct faculty in the discipline. The committee members will determine the steps they take in reviewing your request. There is no requirement for you to appear before the committee, but you may request to do so. You will not be present when the committee considers your request.
5. The Grade Review Committee will meet in private to protect the confidentiality of all student records. Only committee members will be present during committee deliberations. The dean will explain the committee’s decision in writing to you, your instructor, and the department chair. The committee’s decision is final. If the decision requires a grade change, the dean will initiate the paperwork to make the grade change.

# Academic Policies

## Excessive Credits Earned Toward an ACC degree

Students who entered a Texas public college for the first time in the fall of 1999 or later are subject to Texas statute 76R SB345 that limits the number of courses they may take for which the state will pay. The limit for each community college student is 1.5 times the credits required for a two-year degree.

- The credits required for an ACC degree are determined by what is in the ACC Catalog
- Students who exceed the number of semester credit hours required for a degree by 50 percent may be charged additional fees
- Courses for which students receive a grade of W (withdrawal) are included in the total credit calculation.
- Developmental Education courses are not included in the total credit calculations

This rule also applies to university students and to community college students who transfer from ACC to Texas public colleges and universities.

## 'Third Attempt' Courses

Students are charged a higher tuition rate for courses they repeat for the third or more time. The "third attempt" course tuition rate applies to majority of credit and Continuing Education courses, counting each time a student has taken a course since fall 2002. "Third attempt" tuition does not apply to developmental education courses and other select courses, including special topics courses.

## Excessive Developmental Education Hours

A general academic teaching institution (university) may not receive funding for Developmental Education courses taken by a student in excess of 18 semester credit hours. A public community college district or technical college may not receive funding for Developmental Education courses taken by a student in excess of 27 semester credit hours or the equivalent.

## Attendance Policy, Semester-Credit Courses

Students are expected to attend classes in order to progress satisfactorily toward completion of course objectives. Because objectives can vary from department to department and from course to course, the instructor shall inform students of specific course objectives at the first class meeting. Students who are not meeting course objectives may be withdrawn from the course at the discretion of the instructor. It is the student's responsibility to consult with instructors and seek support services when course objectives cannot be met. Students may appeal instructor-initiated withdrawals within 5 business days.

## Course Withdrawals

Students who are unable to complete a course, for whatever reason, must submit an official withdrawal request form to Admissions and Records before the withdrawal deadlines published in the academic calendar.

Discontinuance of class attendance or notice to the instructor does not constitute authorized withdrawal. Students who fail to officially withdraw from a course are at risk of receiving a grade of F for the course. Withdrawal courses appear on the student's record with a grade of W.

Note: Withdrawing from a course may affect financial aid, veterans' benefits, international student status, or academic standing. Students are urged to consult with their instructor or an advisor or counselor before making schedule changes.

## Instructor-Initiated Withdrawal

A student who is not in compliance with course policies or meeting course objectives in the syllabus may be withdrawn from the course at the discretion of the instructor. When the instructor withdraws a student, written notice will be sent by the college to the last address of the student as recorded in the student's permanent file.

## Appealing an Instructor-Initiated Withdrawal

A student may appeal a course withdrawal in writing immediately upon notification by the instructor or within five business days after postmark of the college notice of withdrawal.

The written appeal shall be made initially to the course instructor, who will respond in writing within five business days. The student may appeal the instructor's decision within five business days to the appropriate department chair, then the dean, whose decision will be final.

The student may attend class, submit assignments, and take tests for grading through the final disposition of the appeal unless there are established course or program guidelines that would prohibit the student from returning to class.

## Religious Holy Days

In compliance with Senate Bill 738, ACC permits students to be absent from classes for the observance of a religious holy day. "Religious holy day" means a day observed by a religion whose places of worship are exempt from property taxation under Section 11.20 of the Tax Code.

ACC permits students to be absent, without penalty, from examinations or from completing assignments scheduled for that day. It is the student's responsibility to work with the course instructor when absent for a religious holy day in order to complete required assignments within two days following the absence. The instructor may appropriately respond if the student fails to satisfactorily complete the assignment or examination.

## Obligations to the College

Until all obligations to the college are met, students may be barred from future registration, not be allowed to graduate, and/or be administratively withdrawn from class. The college is authorized to place “holds” on student records under the following conditions, which include but are not limited to:

- Unpaid debt to the college
- Failure to make good a returned check
- Failure to make payment on a promissory note or financial aid overpayment
- Failure to return material or pay fines for issued, lost, damaged, or overdue materials from the ACC libraries or from any agency/institution with which ACC has a written agreement
- Ineligibility for aid for which student is registered; overdue loan; failure to complete files
- Failure to compensate for destruction of, or damage to, college property equipment or supplies
- Failure to file required documents; enrolling under false pretenses
- Failure to meet assessment requirement
- Charge back of tuition and fees which were charged to a credit card
- Address correction

## Auditing Courses

Students who wish to audit a course (register for a course without receiving credit) must do so only on the last day of regular registration or the last day of the add/drop period for the semester in which they plan to attend (see official college calendar for dates). Registration is subject to availability of space. Admissions requirements (except TSI) as well as all other rules and regulations of the college apply to the auditing student. Tuition and fees for auditing are the same as those rates charged to students enrolled for credit. Early College Start students may not use the tuition and fee waiver to audit classes.

## Graduation

ACC holds annual commencement exercises at the end of the spring semester. Students must satisfy 10 requirements in order to graduate:

1. Fulfill all obligations to the college, including the submission of official transcripts from each institution attended
2. Request an evaluation of transcripts and military credit before the semester in which they plan to graduate
3. Complete all courses listed in the official degree plan
4. Complete all core curriculum and general education requirements

5. Maintain a grade point average of 2.00 on a 4.00 scale for all coursework (both transfer and ACC) used to satisfy degree plan requirements
6. Complete at least 25 percent of the semester credit hours used in the degree plan in residence at ACC. Note: Residence hours are to be satisfied by attending classes; credit by exam or other nonattendance credit is excluded.
7. Students may not earn more than one Associate of Arts or more than one Associate of Science at ACC
8. Students may not receive an Associate of Arts in General Studies at the same time or after receiving another associate degree
9. Students may not receive a certificate at the same time or after receiving an Associate of Applied Science in the same program
10. TSI-obligated students must pass the certification form of the state-approved assessment to graduate from any associate degree program or any certificate program having at least 43 or more semester hours

Students who meet these requirements must complete the Graduation Application and submit it to the Admissions and Records Office before the deadline date set in the official college calendar. Applicants for graduation will be notified of their status by mail. Graduates are encouraged to participate in ACC's annual commencement exercises held at the end of the spring semester. The diploma will be mailed to the address on file with the Graduation Office.

## Catalog in Effect

Students have the option of meeting the degree requirements and may graduate under the terms of the catalog in effect when they entered Austin Community College or any subsequent catalog under which they attended, provided: A) said catalog is not more than five (5) years old, and B) the student's particular degree or certificate plan has not been discontinued by the College. Students with majors that are discontinued will be allowed two years in which to complete such plans before the official deactivation of the affected instructional program. Students needing more information about this policy should contact an academic advisor or counselor.

## Academic Honors

### Scholastic Achievement Awards

The college recognizes students' scholastic achievement at the completion of each fall and spring semester. Notification of the achievement will appear on students' transcripts. Notation of the honor also will appear on students' diplomas if their cumulative GPA qualifies them for a scholastic achievement award. Note: Academic honors are awarded only for semesters in which the student has completed a minimum 12 semester credit hours. Students enrolled in only Developmental Education courses are not eligible.

# Academic Policies

**Scholastic Leadership Roll** – For students who have completed at least 12 semester credit hours at ACC and have achieved and maintained a grade point average between 3.50 and 3.75 (on a 4.00 scale)

**Scholastic Excellence Roll** – For student who have completed at least 12 semester credit hours at ACC and have achieved and maintained a grade point average higher than 3.75 but less than 4.00 (on the 4.00 scale)

**President’s Honor Roll** – For students who have completed at least 12 semester credit hours at ACC and have achieved and maintained a grade point average of 4.00 (on the 4.00 scale used at ACC)

## Honors Program

[www.austincc.edu/honors](http://www.austincc.edu/honors)

ACC is committed to providing its academically gifted students an enhanced and supportive learning climate that encourages community involvement, academic achievement, personal growth, and social awareness. Students must be accepted into the Honors Program in order to take the Honors courses. One or more of the following criteria are required to be admitted to the program:

- Graduate from high school in the top 10 percent of the class
- Have a cumulative high school grade point average of 3.5 or higher on a 4 point scale, an ACT score of 26 or higher, an SAT score of 1170 or higher, or a cumulative college grade point average of 3.25 or higher

Students who successfully complete the requirements for graduating from the ACC Honors Program will be awarded an Honors Program Graduation Certificate as a supplement to their diploma, a special notation to their academic transcript, and recognition at the commencement ceremony.

## Phi Theta Kappa

Phi Theta Kappa has been the only nationally recognized International Honor Society of the Two-Year College since its founding in 1918. The Alpha Gamma Pi chapter of Phi Theta Kappa was chartered at ACC in October 1977. In accordance with the international organization’s goals, the Alpha Gamma Pi chapter recognizes and promotes scholarship, the development of leadership and service, and the cultivation of fellowship among students at ACC. Students who meet chapter criteria receive invitations during the fall and spring semesters.

## Transcripts

Official transcripts are issued at all campuses. A fee of \$5 per copy is due in advance. Checks should be made payable to ACC.

Transcript requests will be honored as quickly as possible on a first-come, first-served basis. During peak periods including commencement and registration, transcripts should be requested two weeks in advance. Student must make all requests in writing. Requests by persons other than the student will not be honored without the student’s personal signature and a copy of a valid photo ID (Family Educational Rights and Privacy Act of 1974).

The Social Security number of the student is required to properly identify the student’s file. All financial and other obligations to the college must be cleared before transcripts can be released. Continuing Education students may obtain their transcripts and duplicate certificates from the Continuing Education Division, Fourth Floor, Highland Business Center, 5930 Middle Fiskville Road, Austin, Texas 78752.

## Policy and Procedures for Inclement Weather

Classes may be canceled due to inclement weather. If classes are not in session, notification is made through local radio and television stations, as well as ACC’s Channel 19 and on the web at [www.austincc.edu](http://www.austincc.edu). These local media should be consulted regarding resumption of classes. In compliance with the Texas Education Code, the college may schedule makeup classes to satisfy contact hour requirements. In such cases, students will be notified through their campus manager. Continuing Education classes will be rescheduled.