# University of Florida College of Health and Human Performance Department of Sport Management

## **Advanced Career Preparation**

# **SPM 4940 – Advance Career Preparation**

FALL 2021 (2 credit hours) Sections Z4DD

Dr. Douglas DeMichele 330C Florida Gym

Email: <u>demiche@hhp.ufl.edu</u>

352-294-1660

**Office Hours:** T 8:30 – 10:30 am

Th 8:30 - 10:30 am

Class Meets: on-line

Chairperson

Dr. Yong Jae Ko
Department of Sport Management
300 Florida Gym
http://www.hhp.ufl.edu/spm/

#### **Honor Code**

We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity.

"The university requires all members of its community to be honest in all endeavors. A fundamental principle is that the whole process of learning and pursuit of knowledge are diminished by cheating, plagiarism and other acts of academic dishonesty."

# **Welcome to the Course**

SPM4940: Advanced Sport Career Prep provides students with the opportunity to gain practical experience within a sport management agency. Students will be able to apply their skills and knowledge as agency volunteers in their particular option area. Students are expected to utilize leadership and management skills to enhance participant involvement and agency operations.

In addition, the course has been designed to assist the student in the transition from student to a paid professional. The student will become familiar with the resources necessary to find potential internship sites and to increase his or her knowledge regarding professionalism and business practices. Upon the successful completion of this course, all students will have finished their practical field experience requirement (60 hours) and have the tools necessary to submit a quality proposal for their required internship (many packets will be submitted during the term). During the course, we will provide resources to help students generate and modify their resume and cover letter, help them position their credentials more effectively as they

pursue a senior internship, help them refine their site assessment skills, and we will also require students to practice one of the most important success prediction skills, the personal interview.

#### **Course Description:**

SPM 4940 provides students with the opportunity to expand practical experience within a sport management agency. Students will be able to apply their skills and knowledge as an agency volunteer or employee within the field of sport management. Students are expected to utilize leadership and management skills to enhance participant involvement and agency operations.

In addition, the course is designed to assist the student in the transition from a UF student to a paid professional. The student will become familiar with resources necessary to find potential internship sites and to increase his or her knowledge regarding professionalism and business practices. Upon the successful completion of this course, all students will have finished their 60 hour field experience requirement and have the tools necessary to submit a proposal required for their internship (many packets will be submitted during the term). During the course, students will be provided resources necessary to generate and modify a professional resume and cover letter, help you position your credentials more effectively as you pursue a senior internship, help you refine your site assessment skills, and we will also require you to practice one of the most important success prediction skills, the personal interview.

Students need to be aware of deadline dates and submit their initial internship packet proposals on time (October 29<sup>th</sup> **for a Spring 2022 Internship**).

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

# **Course Objectives:**

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

#### **Recommended Text:**

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

Prentice Hall Publisher

## Special needs:

If any student has a need for a special accommodation, please let Dr. D. know ASAP or by the third class.

# **UF Policies, Help, and Support**

# Accommodating Students with Disabilities

Students with disabilities requesting accommodations should first register with the <u>Disability Resource Center (Links to an external site.)</u> (352-392-8565) by providing appropriate documentation. Once registered, students will receive an accommodation letter that must be presented to the instructor when requesting accommodation. Students with disabilities should follow this procedure as early as possible in the semester.

# **Academic Conduct**

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

The <u>Student Honor Code and Student Conduct Code (Links to an external site.)</u> specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor or TAs in this class.

# **Technical Difficulties**

For issues with technical difficulties for Canvas, please contact the UF Help Desk at:

- helpdesk.ufl.edu (Links to an external site.)
- (352) 392-HELP (4357)
- Walk-in: HUB 132

Any requests for make-ups due to technical issues should be accompanied by the ticket number received from the Help Desk when the problem was reported to them. The ticket number will document the time and date of the problem. You should e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

# Health and Wellness

• U Matter, We Care: If you or someone you know is in distress, please contact <a href="mailto:umatter@ufl.edu">umatter@ufl.edu</a>, 352-392-1575, or visit the <a href="mailto:U Matter We Care website">U Matter We Care website</a> to refer or report a concern and a team member will reach out to the student in distress.

- Counseling & Wellness Center: Visit the <u>UF Counseling & Wellness Center website</u> or call 352-392-1575 for information on crisis services as well as non-crisis services.
- Student Health Care Center: Call 352-392-1161 for 24/7 information to help you find the care you need, or visit the <u>UF Student Health Care Center website</u>.
- **University Police Department**: Visit the <u>UF Police Department website</u> or call 352-392-1111 (or 9-1-1 for emergencies).
- **UF Health Shands Emergency Room/Trauma Center:** For immediate medical care in Gainesville, call 352-733-0111, or go to the emergency room at 1515 SW Archer Road, Gainesville, FL 32608; UF Health Shands Emergency Room/Trauma Center website.

# Academic and Student Support

- Career Connections Center: Career assistance and counseling services. 352-392-1601; UF Career Connections Center website (Links to an external site.).
- **Library Support:** Various ways to receive assistance with respect to using the libraries or finding resources. <u>UF George A. Smathers Libraries Ask-A-Librarian website (Links to an external site.)</u>
- **Teaching Center:** General study skills and tutoring. 352-392-2010; <u>UF Teaching Center</u> website (Links to an external site.)
- Writing Studio: Help with brainstorming, formatting, and writing papers. 352-846-1138; University Writing Program Writing Studio website (Links to an external site.)

# Course Evaluations

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at the Providing Constructive Feedback website (Links to an external site.). Students will be notified when the evaluation period opens and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via the GatorEvals website (Links to an external site.). Summaries of course evaluation results are available to students at the GatorEvals Public Results website (Links to an external site.). More information about UF's course evaluation system can be found at the GatorEvals - Faculty Evaluations website (Links to an external site.).

# **Privacy and Accessibility Policies**

For information about the privacy policies of the tools used in this course, see the links below: Instructure (Canvas)

- Instructure Privacy PolicyLinks to an external site.
- Instructure AccessibilityLinks to an external site.

## **COVID-19 Recorded Course Statement**

Our class sessions may be audio-visually recorded for students in the class to refer back and for enrolled students who are unable to attend live. Students who participate with their camera engaged or utilize a profile image are agreeing to have their video or image

recorded. If you are unwilling to consent to have your profile or video image recorded, be sure to keep your camera off and do not use a profile image. Likewise, students who unmute during class and participate orally are agreeing to have their voices recorded. If you are not willing to consent to have your voice recorded during class, you will need to keep your mute button activated and communicate exclusively using the "chat" feature, which allows students to type questions and comments live. The chat will not be recorded or shared. As in all courses, unauthorized recording and unauthorized sharing of recorded materials are prohibited.

#### **Academic Clearance Forms:**

Please be sure to complete the Academic Clearance Form with your academic adviser; Justin Held (SPM), Paul Higgerson (SPM On-line). It will be necessary to schedule an appointment with the advisers from August 30<sup>th</sup> – October 29<sup>th</sup>. Please plan ahead and do not wait for you Canvas feed to show the deadline as appointments fill up. This form will be completed by the Adviser and shared with you electronically.

The form is part of the internship packet assignment, so please be sure to submit an electronic copy of the completed clearance form with the internship packet assignment on Canvas.

SPM students: <a href="http://hhp.ufl.edu/current-students/academic-advising/advising">http://hhp.ufl.edu/current-students/academic-advising/advising</a> spm/

#### **Mock Interview:**

Students will have the option to participate in a mock interview through the Career Connections Center (25 points), or be interviewed by a seasoned professional in the field (25 points). If completed by the CCC you will receive a form from a CCC professional (again this form may be electronic). If completed by an industry professional, the professional should note 3 positives and 3 areas for improvement as well as sign off on the paper (there is no formal worksheet).

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

As a follow-up to the job interview, ALL students are asked to prepare a statement of acceptance / negotiation. A sample is attached on Canvas, however students are required to generate their OWN letter/email.

#### **Professional Interview:**

Students are asked to interview a professional they aspire to be. This individual should be a seasoned professional employed in a position of responsibility (25 points). The purpose of the assignment is for the student to examine a path of success and to inquire from the professional all possible avenues related to their career enhancement and advancement. Although we encourage students to seek guidance from their parents, the **professional interview cannot be completed with a family member and must be completed with a professional in the industry of the student's major.** 

## **Budget Assignment:**

Students will be required to create a projected budget earning \$40,000 with no family support (25 points). A template will be provided on Canvas and students will fill out and save their projections in the various financial categories. Please allocate all \$40,000 or provide an explanation why your salary is less than \$40,000.

#### **Mandatory class requirements**

Complete and submit (2) reports (30 points each) validating 30 hours each of supervised field work with the same site by the deadlines.

Submit a completed real or mock internship packet (see list below) by the October 29<sup>th</sup> packet deadline.

#### 60 Hours of Field Experience [paid or unpaid]:

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

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

The Agency Sign-up Form (10 points) is required for all field experience sites and must be submitted on Canvas no later than September 20<sup>th</sup>. Additionally, please ensure the GA approves your site via a comment on Canvas when the assignment is graded. Students are encouraged to secure an approved site as soon as possible (once approved, the student can begin working toward the 60-hour requirement). Throughout the volunteer experience, two 30-hour reports are to be turned in, and a separate report must be turned in after each 30-hour segment (10 points each) is completed. In addition to the 30 hour reports, students will submit a final review (10 points), the final supervisor evaluation (10 points) and the student summary (10 points).

## **Complete Internship Packet:**

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

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

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

**SPM On-line Students** – Paul Higgerson (<a href="mailto:phiggerson@ufl.edu">phiggerson@ufl.edu</a>) and Justin Held for Residential SPM Students (<a href="mailto:jhiazz13@ufl.edu">jhiazz13@ufl.edu</a>)

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

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

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

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

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

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

#### **Best practices:**

Over the years, SPM students have been pursuing internship experiences in the state of Florida, throughout the southeast US, across the nation and several students have pursued international internships. Although there may be site specific decisions that most students make, we have encouraged all students to consider the following best practices prior to searching for and securing their senior internship.

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

Additionally, we have encouraged students to highly consider liability insurance, CPR, First Aid and AED training prior to completing the senior experience, but these items are not mandatory.

**Certificate of Liability Insurance** with a recommended amount of \$1,000,000 of coverage. Forrest T. Jones is recommended because it is the least expensive provider we have found for our students. If you decide to secure insurance with FTJ, please follow these instructions for doing so:

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

-Once you complete this, go to <a href="www.ftj.com">www.ftj.com</a> to obtain your professional liability insurance for a cost of

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\$25. On the FTJ site, under Association Members, select "Education" from the drop-down menu under Select Profession; select "Shape America" from the drop-down menu under Select Association; enter your zip code; and click Go. From there, under Professional Liability Insurance, click "Student Educator Professional Liability Plan." On the next page, click "Enroll Now" and follow the prompts from there to obtain your insurance. Complete the enrollment process online rather than by mail when given the option between the two on the next page.

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

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

Please note that all assignments will be collected on Canvas according the noted deadlines. Late assignments will result in a minimum deduction of 5 points and will not be accepted more than 10 days after they are due. Assignments submitted after December 8<sup>th</sup> will not be accepted. Canvas will be used to post all grades, the syllabus and the notes/projects for the class, with the final grade assigned according to the following grading scale:

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

<sup>\*</sup>For more on grading please visit:

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

See the current UF Grading Policies (Links to an external site.) for more information.

## Course Assignments

#### Grading Scale

You will earn points for each assignment in this course. You can earn 500 total points for the course. Specific point breakdowns are included below.

Assignment	Points	Total Points
Course Contract	0	0
Tangible Takeaways	8 at 10 points each 1 at 20 points	100

Assignment	Points	Total Points
Career Counseling Sign Up	5	5
Resume	20	20
Cover Letter	20	20
Find the Errors (Quiz)	5	5
Brand Overview	20	20
Brand Review	10	10
Brand Reflection	10	10
Personal Philosophy	40	40
Elevator Pitch (Written)	10	10
Elevator Pitch (Recorded)	15	15
Your Budget	25	25
Ongoing: Interview a Professional	25	25
Ongoing: Mock Interview	25	25
Ongoing: Internship Packet	50	50
Ongoing: Field Hours	60	60
Ongoing: Career Counseling	20	20
Overall Course Total		500

## **FALL 2021**

#### **TENTATIVE CLASS SCHEDULE**

Guest and keynote speakers have been included to supplement the class schedule; students are expected sign on Canvas and review the video for each week.

August 23 Orientation to Class – Introduction

**Course contract due** 

August 25 Keynote: David Lucier (Professional career)

August 30 Keynote: Fitz Koehler (Create a career)

September 6 Resume and cover letter development

Career counseling appointment due

September 8 Resume and cover letter development

September 13 Keynote: Brian Avery (DELO)

**Resume and Cover Letters Due** 

September 15 No class....please secure your field work site

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

September 20 Newell Fox: Selling yourself with positive impressions

September 22 Newell Fox: Career prospects and closing the Sale

September 27 Summary of the Fox seminar

**Agency Sign-up Due** 

October 29<sup>th</sup> is the last day to submit a REAL internship proposal for Spring 2022. Potential internship Proposals are also due by this date. Please remember that Academic Clearance Forms completed by the adviser are due with the packet.

September 29 Keynote: Tiffany Griffith (Career Connection Center)

October 4 Field work day (no class)

October 6 Your personal brand

October 11 Your personal brand

October 13 Your personal philosophy

October 18 Your personal philosophy

October 20 Field work day (no class)

October 25 Keynote: Rayven Crisafulli (transitioning from student

to professional)

October 27 Summary of transitioning to a professional

November 1 Keynote: Dan Glassman (thinking long term)

November 3 Professional interview

November 8 Practice Elevator pitch

November 10 Keynote: James DiVirgilio

Financial planning

**Career Counseling Deadline** 

November 15 Summary of financial planning

November 17 Field work day (no class)

November 22 Field work day (no class)

November 29 Fringe benefits and planning your future

December 6 Personal budget

**Budget assignment due** 

December 8 Final comments

Fringe Benefits and Cost of Living Final Supervisor Evaluation due 2<sup>nd</sup> 40-hour Report due

## **Services**

Student Health Services, Infirmary—www.hsc.ufl.edu/shcc/--For General Information call 3921161 x4309

\*Student Mental Health Services 392-1171

Reading and Writing Center, SW Broward Hall---www.oir.ufl.edu/r&w/

Speech and Hearing Center, 442 Dauer Hall---web.csd.ufl.edu/clinic.html

Career Resource Center, G-1 JWRU---www.crc.ufl.edu

\*Teaching Center/Tutorial Help, Broward Hall

Student Legal Services, 368 JWRU---www.union.ufl.edu/services/slservices.html

Alachua County Crisis Center---334-0888

Center for Sexual Assault/Abuse Recovery and Education Student Health Care Center--3921161 x423

Corner Drug Store---334-3800
University Counseling Center---392-1575
Office of International Studies and Programs---392-1345
Dean of Students Office---392-1261

**For advising:** Contact your Departmental Academic Adviser Paul Higgerson (<a href="mailto:phiggerson@ufl.edu">phiggerson@ufl.edu</a>) or Justin Held (<a href="mailto:jhiggerson@ufl.edu">jhiggerson@ufl.edu</a>) for SPM students

#### **Future Internship Deadlines:**

For Spring 2022 Packet submission deadline is October 29<sup>th</sup>,

2021

For Summer 2022 Packet submission deadline is March 25<sup>th</sup>,

2022

For Fall 2022 Packet submission deadline is June 24<sup>th</sup>,

2022

#### **Copyright Statement:**

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

"Students are expected to provide feedback on the quality of instruction in this course based on

10 criteria. These evaluations are conducted online at https://evaluations.ufl.edu. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at https://evaluations.ufl.edu/results."

Your well-being is important to the University of Florida. The U Matter, We Care initiative is committed to creating a culture of care on our campus by encouraging members of our community to look out for one another and to reach out for help if a member of our community is in need. If you or a friend is in distress, please contact <a href="mailto:umatter@ufl.edu">umatter@ufl.edu</a> so that the U Matter, We Care Team can reach out to the student in distress. A nighttime and weekend crisis counselor is available by phone at 352-392-1575. The U Matter, We Care Team can help connect students to the many other helping resources available including, but not limited to, Victim Advocates, Housing staff, and the Counseling and Wellness Center. Please remember that asking for help is a sign of strength. In case of emergency, call 9-1-1.

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

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

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

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Counseling and Wellness Center: Visit the Counseling and Wellness Center website or call 352-392-1575 for information on crisis services as well as non-crisis services.

Student Health Care Center: Call 352-392-1161 for 24/7 information to help you find the care you need, or visit the Student Health Care Center website.

*University Police Department*: Visit UF Police Department website or call 352-392-1111 (or 9-1-1 for emergencies).

*UF Health Shands Emergency Room / Trauma Center:* For immediate medical care call 352-733-0111 or go to the emergency room at 1515 SW Archer Road, Gainesville, FL 32608; Visit the UF Health Emergency Room and Trauma Center website.

GatorWell Health Promotion Services: For prevention services focused on optimal wellbeing, including Wellness Coaching for Academic Success, visit the GatorWell website or call 352-273-4450.

Academic Resources

*E-learning technical support*: Contact the UF Computing Help Desk at 352-392-4357 or via email at helpdesk@ufl.edu.

*Career Connections Center*: Reitz Union Suite 1300, 352-392-1601. Career assistance and counseling services.

*Library Support*: Various ways to receive assistance with respect to using the libraries or finding resources.

*Teaching Center*: Broward Hall, 352-392-2010 or to make an appointment 352- 392-6420. General study skills and tutoring.

Writing Studio: 2215 Turlington Hall, 352-846-1138. Help brainstorming, formatting, and writing papers.

Student Complaints On-Campus: Visit the Student Honor Code and Student Conduct Code webpage for more information.

On-Line Students Complaints: View the Distance Learning Student Complaint Process.