

# STUDENT **HANDBOOK**

**ENGLISH**



# TABLE OF CONTENTS

About This Handbook	4
Public Safety & Emergency Procedures	5
Safety, Weather Emergencies, & Disruptions	5
Missing Students	5
Classroom Visitors & Invited Guests	6
Solicitation	6
Student Services	7
Slack Communication	7
Student Projects	7
Proof of Enrollment & Verification of Enrollment	8
Copy of Academic Records & Certificates of Completion	8
Course Withdrawals & Refunds	9
Outcomes Program	9
Academic Support	12
Student Accommodations	12
Project Extension & Resubmission	12
Student Success Plans	13
Class Recordings	13
Leaves of Absence	13
Course Auditing	14
Student Complaint Process	14
Student Code of Conduct Policies & Procedures	16
Student Code of Conduct & Prohibited Behavior	16
Alcohol & Other Drugs Policy	19
Academic Integrity Policy	19
Intimate Relations Policy	20
Sexual Misconduct Policy	20



Dismissal Policy	22
Equal Opportunity, Harassment, & Non-Discrimination Policy	23
Student Conduct Process	23
Additional Community Policies	25
Intellectual Property	25
Proprietary Materials	25
Media Releases	25
Diversity & Inclusion Commitment	26
Chosen Name Policy	26
Religious Observances	26
On-Campus Policies	27
Safety, Weather Emergencies, & Disruptions	27
Campus Security	27
Surveillance Policy	28
Personal Property	28
Service Animals	28
Emotional Support Animals (U.S. Campuses Only)	28
Pets	28
COVID-19 Policy	29
Resources	30
Mental Health & Wellness Resource Guide	30
Ginger App	30
Student Tools	30
Frequently Asked Questions	31
How do I claim an education tax credit?	31
Where can I find a calendar of school holidays?	31
What is the attendance policy?	31
How do I make a payment?	31
My financial situation has changed, and I need to change my payment type. How do I do that?	31



# ABOUT THIS HANDBOOK

Welcome to General Assembly.

Since our founding in 2011, GA (General Assembly) has empowered people to pursue the work they love. We aspire to promote and foster personal growth and learning in a safe, inclusive environment. Our commitment is to support you in developing your skills and talents so you can share them with the wider world.

This Student Handbook can assist you in the process of being an engaged citizen of our learning community. As a student, you are responsible for your interactions with General Assembly staff and peers and this Handbook serves as a guide for these interactions both in-person and online. It's important you familiarize yourself with this essential information while at General Assembly.

Since 2021, General Assembly has operated primarily as an online education provider with in-person programming provided at select locations. The Handbook and policies outlined within applies to all students across all learning formats both in-person and online. Additional guidance specifically relating to in-person programming is provided in the On-Campus Policies.

If at any point you need further information, please don't hesitate to contact a staff member on our Student Success team.

Cheers to a wonderful journey!

*\* We reserve the right to make unilateral changes to this handbook and its policies at any time.*



# PUBLIC SAFETY & EMERGENCY PROCEDURES

## SAFETY, WEATHER EMERGENCIES, & DISRUPTIONS

With majority of our programs delivered remotely\*, General Assembly expects to remain open and in full operation regardless of weather conditions or other emergencies. On rare occasions, weather or other extreme emergencies may cause us to curtail operations, delay opening, or close entirely. Such a determination is made by General Assembly's Emergency Response team. Once a decision is made, we will make our operating status clear via email and Slack messaging.

If a student is unable to attend class due to local weather conditions or an emergency causing disruption to their access to class (power outage, loss of internet connection, evacuation mandates, etc.) they should notify their Instructional and Student Success teams immediately. GA will work with students to support asynchronous learning in the event that they are unable to participate due to a local emergency.

\* See the [On Campus Policies](#) section below for more information on emergency procedures related to in-person learning.

## MISSING STUDENTS

If a student has not been seen in class for more than two business days without contact to staff, General Assembly may reach out to emergency contacts and/or close acquaintances of the missing student to assist with the investigative process.

1. If the student of concern is 18 or older, General Assembly may also notify the proper local authorities and cooperate with any initiated investigation. At this time, General Assembly's regional Vice President of Campus Operations will be notified.
2. If the student of concern is under the age of 18, their permanent legal guardian will be contacted immediately. Henceforth, General Assembly will cooperate with both the guardian and the local authorities to pursue the appropriate course of action.

If community members are concerned about a student's whereabouts and/or feel that the student may be in danger, they should immediately notify Student Success or Instructional staff members and/or call local emergency services if there is immediate, present danger.

Depending on the circumstances regarding a student's absence or status, General Assembly reserves the right to notify parents and/or permanent legal guardians regarding the report of the missing student at any time, regardless of their age.



## CLASSROOM VISITORS & INVITED GUESTS

General Assembly is committed to preserving a safe and academically focused classroom environment, while remaining accessible to the community we serve. All classroom visitors and invited guests must inform a member of the Student Success team via email to be granted written approval for themselves and their visitor before visiting a classroom. All individuals — visitors and others — present on General Assembly-owned or -controlled property shall conduct themselves in accordance with the law, General Assembly policies, as well as in a manner that maintains a safe environment. This includes guests and visitors present in virtual settings for online courses.

## SOLICITATION

General Assembly community members have the right to assume that they will not be subjected to undue intrusions upon their privacy. To minimize such intrusions, we will not provide personally identifiable information (PII) to any individual or organization without the express consent of the student and/or the Vice President of Business Operations. Any solicitation by any persons at General Assembly must have prior approval from the regional Vice President of Campus Operations.





# STUDENT SERVICES

## SLACK COMMUNICATION

Slack is General Assembly's primary method of communication. The purpose of General Assembly's Slack community is to allow students to ask (and answer) questions, post ideas and discoveries, and encourage one another. To achieve this, we strive to keep the community a positive space that everyone can enjoy. We ask every member of our community to be respectful of this space, use appropriate and harassment-free language, and avoid soliciting on the platform. Cyberbullying or harassment of any kind on Slack is strictly prohibited (see [Student Code of Conduct Policies & Procedures](#) for more information). Slack usage is restricted to currently enrolled students and active job-seekers.

General Assembly staff monitors and responds through company approved communication platforms (i.e. GA-owned & managed Slack workspaces & channels, GitHub, and email) General Assembly is not liable and cannot be held responsible for any any communication between current students and/or past students outside of General Assembly managed communication channels and platforms (i.e. private Slack workspaces and/or channels, Discord, Whatsapp, etc).

**LEARN MORE ↗**

See [Slack Best Practices](#) for helpful tips.

## STUDENT PROJECTS

Students are strongly encouraged to take advantage of experiential learning opportunities offered through course projects, where available. Such projects are designed to extend student learning beyond the traditional classroom setting, into professional work environments. Students cannot sell, rent, or otherwise provide services or goods to the general public in exchange for monetary or other compensation through any student project during the term of the course.

General Assembly does not give any legal advice about intellectual property rights nor advises on nondisclosure agreements to students.





## PROOF OF ENROLLMENT & VERIFICATION OF ENROLLMENT

An enrollment verification serves as documentation that a student is enrolled at General Assembly. This documentation is frequently requested to prove enrollment status to third parties. General Assembly does not charge any additional fees for enrollment verification. Enrollment verifications are not available prior to the start of a course. General Assembly does not provide character references for students.

To request an enrollment verification:

1. Email [studentverification@ga.co](mailto:studentverification@ga.co) providing a signed release of information. (General Assembly respects your privacy, so we need your permission to share this information with a relative or third party.)

## COPY OF ACADEMIC RECORDS & CERTIFICATES OF COMPLETION

General Assembly cannot release your academic records without your written consent. Before we can process any requests for student records or Certificate of Completion copies, all outstanding obligations (academic and/or administrative) due to General Assembly must be cleared. Your family or friends are not permitted to access your academic records without your written consent. We will issue academic records and/or Certificate of Completion copies within two weeks of a request typically via email — General Assembly does not fax or mail academic records and Certificates of Completion\*. There is no additional fee for these documents.

To request an academic record or a Certificate of Completion copy:

1. Resolve any outstanding obligations (academic and/or administrative) due to General Assembly.
2. Email [Alumni@generalassemb.ly](mailto:Alumni@generalassemb.ly) specifying the requested document.
3. A member of our support team will get back to you within three business days.

\* For background security checks that require proof of academic records via phone or mail, please connect with your student success team for more information.

**LEARN MORE ↗**

See the Student Records policy in the [school catalog](#) for more information.





## COURSE WITHDRAWALS & REFUNDS

Students have the right to cancel or withdraw from courses, per General Assembly's Cancellation, Withdrawal, and Refund policy as thoroughly outlined in the Student Enrollment Agreement and in the school catalog.

To request a withdrawal:

1. Email your Student Success team at [StudentSupport@generalassemb.ly](mailto:StudentSupport@generalassemb.ly) stating the nature of your withdrawal request.
2. A member of the Student Success team will contact you within three business days to discuss next steps.

## OUTCOMES PROGRAM

The General Assembly Outcomes team is dedicated to seeing Immersive students take control of their career aspirations and goals. Our Outcomes team helps students communicate their skills, make valuable connections, and identify ideal career opportunities. Designed to teach job-search strategy, Outcomes programming is interwoven into our Immersive courses.

Becoming a General Assembly qualified job-seeker grants you access to post-course Outcomes programming and the General Assembly network. Earning this status reflects that you have developed the tools and skills necessary for a successful job search.

Although job search assistance is provided for qualifying Full-time Immersive Students (via the Outcomes Programme), General Assembly does not and cannot guarantee a title, job, apprenticeship, internship, or salary to any student or graduate.

In order to be eligible for and remain in the Outcomes Programme, Immersive students must comply and agree to meet the Outcomes requirements listed below.\*

To become a qualified job-seeker, you must:

- Meet all Course Attendance, Academic Progress, Financial and Graduation requirements, meet Outcomes expectations and be in good academic standing with the Instructional team and Career Coach.
- Attended all in-course Outcomes sessions and one-on-one coaching.
- Elect to participate in Outcomes post course.
- Become qualified and active within one week of graduating\*.
- Commit to taking part in a full time or part time (no less than 25 hours/week) job search immediately post-course and job searching within your field of study.

- Completed and submitted (and approved by your Career Coach) all Outcomes related materials needed for your job search. This includes, but is not limited to:
  - Resume and brand statement.
  - Portfolio.
  - LinkedIn.
  - Demonstrated skills around interviewing and networking.
  - Demonstrated ability to track job-search efforts.
  - Additional materials as required in some markets or programs.

*\* If you're located in the UK or Europe, please refer to your Enrollment Agreement for the qualification timeline.*

As a graduate you need to confirm you are eligible to work in the country where you intend to search for jobs. Career coaches cannot provide support in obtaining visas or sponsorships and, therefore, may be unable to provide post-course support for graduates falling into this category. Unfortunately, sponsorship is highly unlikely for entry-level roles.

If you are taking part in the Outcomes Programme but plan to job search in another global location with a GA presence or are interested in working with a coach in a different country you must first become a qualified job-seeker. There is the option to transfer your job search coaching to such location, if you meet a number of requirements:

- Are located or have relocated to the new GA location within 30 days of graduation.
- Have legal working eligibility in the country you wish to conduct your job search.
- Must successfully Graduate from the course and qualify for the Outcomes Programme as set forth above.

Becoming a qualified job-seeker grants initial support from the Outcomes team, but you must meet the weekly and monthly requirements to retain your status. Immediately following course completion, graduates should plan to meet the requirements listed below.





As an active job-seeker, each week you need to:

- Spend a minimum of 25 hours a week on the job search.
- Submit a minimum of 10 applications for appropriate roles.
- Engage in proactive networking to grow your professional network.
- Track job-search activities using General Assembly's Job Search Tracker tool.
- Continue to study, apply skills, and develop your portfolio.
- Respond to your career coach via emails, phone calls, and/or other messages within 48 hours of outreach.

Graduating from your Immersive program, successfully qualifying as a job-seeker, and maintaining your weekly job-search requirements entitles you to:

- Continued one-on-one support to help you navigate your strategic job search.
- Post-course career development workshops and events.
- Publishing and application privileges unique to General Assembly on the Hired platform where applicable.
- Recommendation to partnership opportunities (subject to availability and Career Coach discretion).

General Assembly defines an outcome as a paid role that utilizes skills obtained in the Immersive field of study, is 32+ hours a week and lasts longer than one month.



### **Communicate with us.**

If there are any upcoming life events or obligations that may prevent you from conducting a full-time job search (dedicating at least 25 hours per week to job-seeking activities), it is important to share this information with your career coach as soon as possible. We respect your privacy — please share as much or as little detail as you're comfortable so that we can support you accordingly.

General Assembly is passionate about helping graduates land a role in their field of study however post-course Outcomes support is contingent on each graduate's continued engagement and activity within the job search and their frequent, timely communication with their career coach.

Any student found in violation of General Assembly's Code of Conduct, both during the course and after completion, is at risk of being removed from the Outcomes program and/or getting their Certificate of Completion revoked. See the [Student Code of Conduct Policies & Procedures](#) for detailed information on such behaviors and policies.



# ACADEMIC SUPPORT

## STUDENT ACCOMMODATIONS

General Assembly welcomes students with disabilities to participate fully in all aspects of our learning community. Our mission is to ensure that students with physical, learning, or psychological disabilities, and/or chronic medical conditions are provided with equal access to all programs, activities, and services. General Assembly will engage in an interactive process with individuals with disabilities to determine what auxiliary aids or other reasonable accommodations to the program may be necessary. General Assembly aims to provide an equal educational opportunity to all students. Students are responsible for making their disabilities known if an accommodation is requested. Disclosure and requests for accommodations must be submitted prior to the start of class and/or within 3-weeks of the program start date in order for GA to successfully evaluate and implement any approved accommodations. Any requests submitted outside this timeframe may be subject to denial. Retroactive accommodations are not available and will not be provided. For more information on accommodations, please see below:

To request an accommodation:

1. Talk to your Admissions Producer, Student Success staff member, and/or Instructional team to request a Reasonable Accommodation form.
2. General Assembly will review your request and respond via email in seven business days.

## PROJECT EXTENSION & RESUBMISSION

Under extenuating circumstances, instructors may grant a single extension on a project or allow a student a single resubmission of only one project for the duration of the course. Any resubmissions or extensions required must be made in writing between the student and an instructional team member and submitted, received and approved in writing with an agreed deadline to be graded prior to the final course date.

Refer to Standards of Progress outlined in your region's [School Catalog](#) or within your Enrollment Agreement for more information regarding the Graduation Requirements.



## **STUDENT SUCCESS PLANS**

Student Success plans are designed to support students that are struggling with academic progress and professionalism in their course. General Assembly will provide a Student Success plan to any student identified as “At Risk” of not meeting Graduation Requirements. General Assembly will partner with the student to document the goals and deliverables of such plan, providing students a final copy for review and consent. We will not otherwise release this documentation without your written consent. You may also proactively request a Student Success plan by reaching out to your Student Success team (Student Success Plans are currently available in the US & Australia only).

## **CLASS RECORDINGS**

Audio and visual recordings of remote and in-person courses are a common part of the academic experience. We do this because we want to serve the diverse needs of our students. We understand that some of you are brand new to the material and some students may benefit from diverse learning modalities — and we hope that having access to the recordings, when applicable, will allow you to fully grasp the concepts covered in your class.

It is not a requirement of instructors or General Assembly to provide course recordings for every lesson. If recordings are available, course recordings will only be shared with the participants in your class. If you do not want your image or name to appear in the recording, please talk to your Student Success team. Course recordings are not a replacement for missing class and we cannot share recordings from other courses or classes.

## **LEAVES OF ABSENCE**

A leave of absence is a temporary interruption in a student’s study due to extenuating circumstances. To request a leave of absence\*, you should meet with a member of our Student Success team to begin a conversation. All leaves of absence must be approved in writing by a Program Operations Manager (if you are enrolled in a North American online program) or Campus Manager (if you are enrolled in an in-person program in New York or Singapore, or online program in the UK, EU, or APAC).

*\* Leaves of Absence may not be available in all operating regions due to local regulations. Please reach out to your Student Success team to learn more.*



## COURSE AUDITING

Auditing a course allows you to take a class for the purpose of self-improvement or general interest and not receive a Certificate of Completion for the class. You can self-select to audit the course at any point in the program. Should you fail to meet academic or attendance requirements and become ineligible for graduation at the midpoint of the course, you may elect to continue to attend class as an auditor, though you will be ineligible to graduate.

Per the Department of Veterans Affairs policy, students using a GI Bill® education benefit are never allowed to audit a course. Immersive students who audit a course are also ineligible for post-course Outcomes support after the course ends.

Students auditing a course are still liable to the full tuition.

To request to audit a course:

1. Email your Student Success team at [StudentSupport@generalassemb.ly](mailto:StudentSupport@generalassemb.ly) stating your reason for audit request.
2. Upon review and approval of your audit request, we will send you a Course Auditing Agreement email to which you must respond, confirming your intention to audit the course.
3. Once General Assembly receives that confirmation, your enrollment status will be changed from enrolled to audited.

\* GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official [U.S. government website](https://www.va.gov).

## STUDENT COMPLAINT PROCESS

General Assembly strives to achieve the highest standards of academic excellence, but recognizes that concerns or complaints may arise from time to time. General Assembly has a complaint mechanism to address concerns promptly, fairly, and constructively in order to achieve the highest level of quality. This process is intended to settle disputes through mediation and reasoned discussion. It is not intended to supplant the student conduct process or the administrative rules of General Assembly.

Retaliation against any student using this complaint process is strictly prohibited. A complaint of retaliation will be promptly investigated, will constitute separate charges, and will be handled in the same manner as discrimination and other grievance complaints.

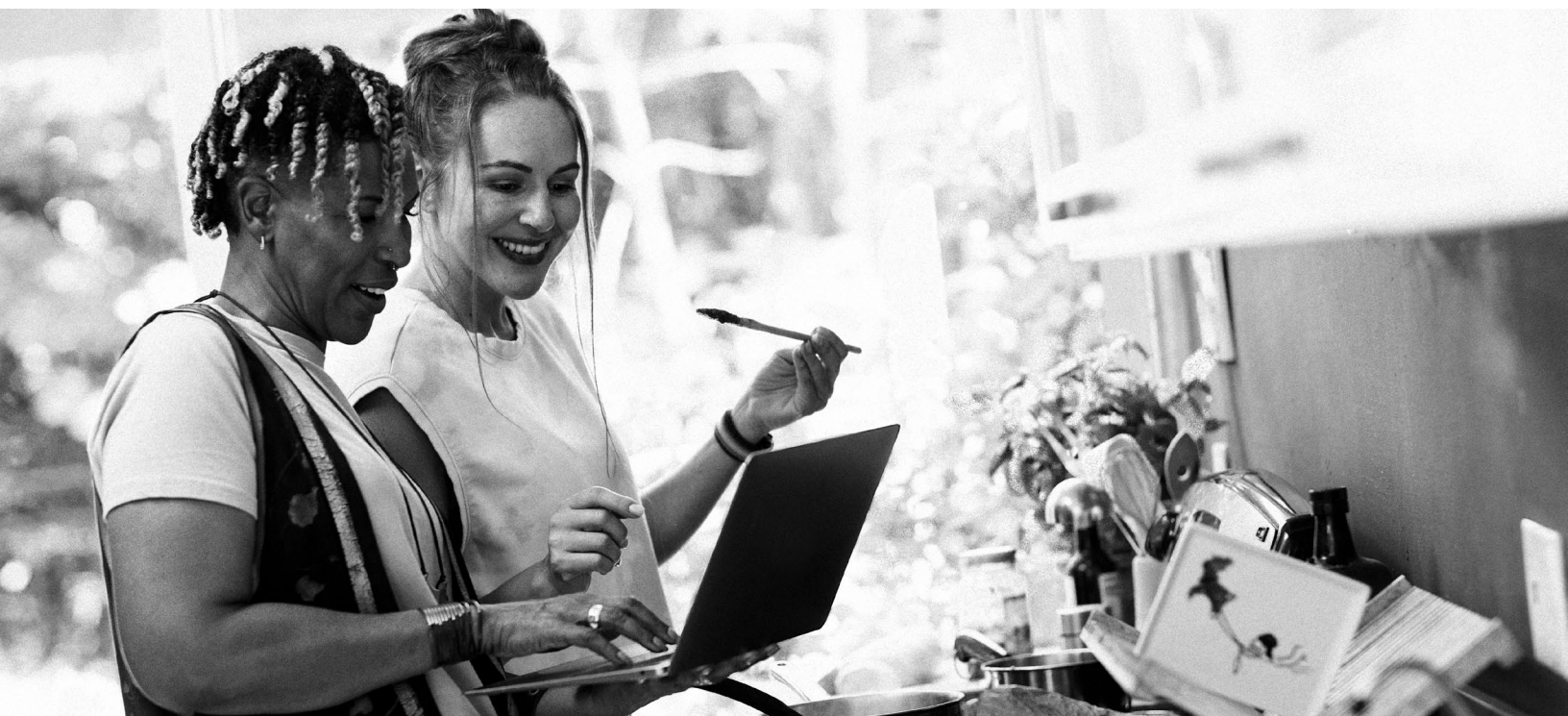




*To make a complaint:*

1. Submit a completed written complaint to our Student Success team by emailing [StudentSupport@generalassemb.ly](mailto:StudentSupport@generalassemb.ly)
2. A member of our team will begin a conversation with you within seven business days of receipt of the written complaint. Any meeting discussion will be recorded. If not resolved at this level, a student can proceed to step three.
3. Submit a written complaint via email to the Program Manager.
  - a. You may request the contact information for the Program Manager of your delivery region through our Student Success team at any time.
  - b. The Program Manager will arrange a follow-up conversation within seven business days of receipt of the written complaint (which should include the initial complaint with recommended solutions and your objections or comments regarding these solutions). Any meeting discussion will be recorded.
  - c. The Program Manager will provide a final written response, outlining the discussion and any proposed and/or agreed-upon solution(s) within seven business days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based.

As a last resort, students also have the right to file unresolved grievances to external agencies as outlined in the [school catalog](#). If you file a complaint through an external agency, a copy will be directed to General Assembly's Compliance/Legal Department. External agencies generally expect you to have first exhausted General Assembly's complaint resolution process, outlined above.







# STUDENT CODE OF CONDUCT POLICIES & PROCEDURES

## STUDENT CODE OF CONDUCT & PROHIBITED BEHAVIOR

General Assembly is a community of learners that exists on the basis of shared values and principles. All General Assembly community members are expected to uphold and abide by certain standards of conduct that form the basis of the Student Code of Conduct.

The philosophy and approach to student conduct is educational, focusing on student learning through individual growth and personal responsibility. The Student Code of Conduct applies to all individual students and all General Assembly-recognized student organizations.

For the purpose of applying the Code of Conduct, an individual is considered a student when an offer of admission has been extended. Therefore, if a student violates the Code of Conduct before a course begins, General Assembly reserves the right to apply the Code of Conduct to that behavior. If a student is still an active member of the community and participating in Outcomes programming, General Assembly also reserves the right to apply the Code of Conduct to active alumni behavior. Additionally, a student who has permanently withdrawn or graduated may still be held accountable to the Code of Conduct for behavior that occurred before the withdrawal or graduation, even if the information was not brought to the General Assembly's attention before the withdrawal or graduation occurred.

The Code of Conduct applies to behavior that occurs in-person, online, via email, Slack, Zoom, or by other electronic means. Although General Assembly does not routinely search for

policy violations online, if electronically shared information comes to General Assembly's attention, that information may be evaluated as to whether it violates the Code of Conduct and/or warrants further investigation.

As noted in the [Slack Communication](#) section above, General Assembly is not liable and cannot be held responsible for any any communication between current students and/or past students outside of General Assembly managed communication channels and platforms (i.e. private Slack workspaces and/or channels, Discord, Whatsapp, etc).

Visitors are expected to abide by the Code of Conduct while on property owned or operated by General Assembly or at General Assembly-sponsored or -affiliated programs and events, both in person and online.

As a General Assembly student, if your activities result in violations of law, you are responsible for your actions and any consequences imposed by authorities outside of General Assembly. When student behavior violates the law and the Code of Conduct simultaneously, General Assembly reserves the right to invoke the conduct process independent of, and in addition to, any action by civil or governmental agencies.

The Code of Conduct articulates behaviors that are prohibited or unacceptable because they do not align with the value of respect central to our community. A student who is caught engaging in prohibited behaviors may be dismissed and prohibited from re-enrollment in future courses.



Prior to disciplining or dismissing a student for violations of student conduct, General Assembly shall provide the student with a written description of the violation and the proposed disciplinary action, and provide the student with a reasonable opportunity to respond and/or request additional information from the school. For more information, see the [Student Conduct Process](#) section below.

Prohibited behaviors include:

- **Bullying:** Repeated and/or severe behavior that is likely to intimidate or intentionally harm or control another person physically or emotionally, and which is not protected by freedom of expression. This includes behavior that may occur online (also known as cyberbullying), in person, by telephone, mail, or any other action, device, or method.
- **Hazing:** Method of initiation into or conduct of any student organization or group, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or other person.
- **Stalking:** Stalking is repetitive acts and/or communications targeted at an individual that would cause a reasonable person to fear for their safety or the safety of others, or to experience substantial emotional distress. Stalking may include repeatedly following, harassing, threatening, or intimidating another by telephone, mail, electronic communication, or any other action, device, or method. Incidents where stalking may be sex-based are subject to the definitions and procedures outlined in the Sexual Misconduct policy and Equal Opportunity, Harassment, and Non-Discrimination policy.
- **Physical Harm:** Intentionally or recklessly (by action or inaction) causing physical harm or endangering the health or safety of any person or group of people.
- **Threatening Behaviors:** Written, verbal, or physical conduct that causes a reasonable expectation of injury to the health or safety of any person or damage to any property.
- **Hindering Freedom of Expression or Movement:** Hindering freedom of expression or of movement of any person or group of people.
- **Disruptive Behavior:** Verbal, written, or physical actions that cause a disruption to the orderly operation of General Assembly, other institutions or communities, or the lives of any person or group. This includes, but is not limited to, obstruction of teaching, administration, General Assembly events and activities, and interference with student staff, law enforcement, or emergency personnel.
- **Hazardous Materials:** Possessing, using, or distributing explosives (including fireworks and ammunition), guns (including air, BB, paintball, facsimile weapons, and pellet guns), or other weapons or dangerous objects such as arrows, axes, machetes, nunchucks, throwing stars, or knives, including the storage of any item covered under this section in a vehicle parked on General Assembly-owned or -operated property.



Prohibited behaviors (cont.)

- **Hazardous Behavior:** Intentionally or recklessly engaging in behavior that may endanger the health, well-being, or safety of any person or group of people. This includes, but is not limited to, violating public health guidelines, dangerous pranks, tampering with electrical equipment, hanging out of or climbing from, to, or on windows, balconies, roofs, etc.
- **Inappropriate Public Conduct:** Deliberately and publicly exposing one's intimate body parts, urinating or defecating in public, or engaging in public sexual activity. This includes, but is not limited to, sexual activity in any campus area and/or online.
- **Interfering With the Rights of Others:** Interfering with the rights of others to enter, use, or leave any facility, service, or activity to which they have been accorded access.
- **Retaliation:** Any intentional adverse action taken against an individual who is participating, attempting to participate, or is perceived to be participating in some way in the conduct process including, but not limited to, by making a report or participating in an investigation. Retaliation includes, but is not limited to, verbal or implied threats, physical or psychological abuse, intimidation, harassment (verbal or written), or any other action intended to create a hostile environment for the intended target of the retaliation. In addition, isolation may constitute retaliation under this policy if the target of the isolation is deprived of an educational opportunity or benefit as a result of that isolation.
- **Copyright Infringement:** Downloading, sharing, using, or misusing copyrighted materials, including, but not limited to, General Assembly or organizational names and images, without authorization. This includes, but is not limited to, unauthorized distribution or public posting of an instructor's original assignments or course materials.
- **Destruction or Damage:** Destruction, damage, or defacing of General Assembly property or the individual property of another, regardless of intention.
- **Unauthorized Possession of Property:** Knowingly maintaining possession of property belonging to another person or entity without authorization or permission from the owner. This includes General Assembly-owned furniture or equipment.
- **Unauthorized Use of Credentials:** Possessing or using an account, access code, or credentials assigned to another.
- **Unauthorized Entry:** Trespassing or making unauthorized entry into buildings, rooms, or property, both in person and in the online environment.
- **Gambling:** Gambling for money or other valuables on General Assembly property or in any General Assembly-owned or -operated building except as part of an authorized fundraising activity. Regardless of location, any gambling not permitted by law is a violation of this policy.
- **Failure to Comply:** Failing to comply with reasonable requests of General Assembly staff or of public health officials, law enforcement, or emergency personnel.



#### Prohibited behaviors (cont.)

- **Failure to Evacuate:** Failing to exit immediately any building when an alarm has been activated or as directed by General Assembly or emergency personnel.
- **Tampering With Safety Equipment:** Tampering with, obstructing, displacing, or damaging of any fire or safety equipment including, but not limited to, alarms, alarm protectors, fire safety devices (such as smoke detectors, sprinklers, or carbon monoxide detectors), fire extinguishers, security cameras, emergency-exit signage, red window safety tabs, card-access devices, or any door-locking mechanism.
- **Violation of Law:** Any behavior that violates local laws that is not otherwise a violation of General Assembly policy.

### ALCOHOL & OTHER DRUGS POLICY

The overarching priority of General Assembly with respect to alcohol and drugs is to help ensure the safety and well-being of all students and comply with all applicable laws. The unlawful possession, use, purchase, or distribution of alcohol as part of any General Assembly activity is prohibited. The unlawful possession, use, purchase, or distribution of illicit drugs, controlled substances (including stimulants, depressants, narcotics, or hallucinogenic drugs), or paraphernalia — or the misuse of prescription drugs, including sharing, procuring, buying, or using in a manner different from the prescribed use, or by someone other than the person for whom it was prescribed — is prohibited as part of any General Assembly activity. This prohibition also applies to medical marijuana or recreational marijuana used or possessed by students.

### ACADEMIC INTEGRITY POLICY

The Academic Integrity policy addresses willful acts of plagiarism, cheating and dishonesty and establishes common procedures to be followed when such acts occur. Academic misconduct is any word, action, or deed performed alone, or with others for the direct or indirect intention of providing an unfair advantage or benefit to yourself or other student(s).

Academic misconduct may include, but is not limited to:

- Cheating
- Plagiarism
- Unapproved Collaboration
- Alteration of Records
- Bribery
- Lying
- Misrepresentations



General Assembly has a zero-tolerance policy towards plagiarism, cheating, and dishonesty. Any work considered to have been plagiarized will not be accepted and will not count toward graduation requirements. If a student project exhibits evidence of plagiarism or cheating, the student will not be able to display the project in their portfolio.

Students should consult with instructors whenever there is doubt as to proper documentation and acknowledgment of sources.

Plagiarism involves both stealing someone else's work or idea and lying about it afterward; an act of cheating. Plagiarized work includes turning in code that you didn't write or building someone else's idea without giving credit. As broken down by [Plagiarism.org](https://plagiarism.org), to "plagiarize" is to:

- Steal and pass off (the ideas or words of another) as one's own
- Use (another's production) without crediting the source
- Commit literary [or code] theft
- Present as new and original an idea or product derived from an existing source

Any student found engaging in academic dishonesty will be disciplined accordingly (including, but not limited to, receiving a zero on the assignment, discontinuance of Outcomes programming, revocation of Certificate of Completion and/or dismissal).

## **INTIMATE RELATIONS POLICY**

Romantic or sexual relations between persons of unequal power, authority, or influence at General Assembly are inherently problematic because they include the potential for a conflict of interest, favoritism, and exploitation. Maintaining appropriate boundaries in relationships can be especially difficult in a community like ours where informal, supportive relations among instructors, staff, and students outside the classroom are not only permitted but encouraged. Because the difference in institutional power and the inherent risk of coercion are so great, General Assembly has determined that no faculty or staff member shall enter into a romantic, dating, or sexual relationship with a currently enrolled General Assembly student. If anyone is found to be in violation of this policy, disciplinary action will be taken on a case-by-case basis and in accordance with appropriate disciplinary procedures contained in relevant policies, procedures, practices, or contracts.

## **SEXUAL MISCONDUCT POLICY**

General Assembly is committed to providing our students with an educational environment free of discrimination and harassment on the basis of sex in all its forms. Sex and gender-/sex-based harassment or discrimination can take many forms, including sexual assault, dating violence, domestic violence, stalking, sexual exploitation, or other forms of sex-based or gender-based harassment or discrimination. These types of conduct are prohibited under this policy, the Student Conduct Code, and applicable laws.

Students are not required to report an incident of, or make a complaint about, sexual misconduct in order to obtain support and services or accommodations from General Assembly. These include, as



appropriate, transfers to different course instances, extra time to complete projects, and additional training and education on sexual misconduct for students and staff. Examples of the measures that may be implemented for the purpose of protecting a person reporting an incident of, or making a complaint about, sexual misconduct from retaliation and the threat of retaliation include, as appropriate, no-contact orders, suspension of the perpetrator, and transfers to different course instances.

This policy refers to the individual who is the alleged victim of the behavior(s) in question as the “complainant” and the student alleged to have committed the violation of the policy as the “respondent.” Both the complainant and the respondent will be treated fairly and with respect throughout the process.

Students are encouraged to report any concerns of and alleged violations of sexual misconduct immediately to a trusted staff person. Once a report has been made, General Assembly will investigate every incident or complaint of sexual misconduct unless otherwise requested by a complainant. A complainant may choose not to request an investigation by General Assembly and has the right not to participate in any investigation that may occur. If there is any real or perceived conflict of interest, the Program Operations Manager or Campus Manager will outsource an investigation to another appropriate staff member.

Upon receipt of a complaint of alleged sexual misconduct, a Program Operations Manager or Campus Manager will:

- Provide investigation procedures to students for alleged violations if desired by the complainant.
- Provide students who have experienced harm with appropriate academic and other accommodations.
- Provide students who have experienced harm with information about reporting options.
- Determine what interim measures, if any, need to be taken during the investigation.
- Interview, or appoint an individual to interview, any other person who may have knowledge of incidents related to the complaint or any other similar incidents.
- Inform the respondent of the complaint, providing details of the allegations and giving the respondent an opportunity to respond to those allegations.
- Provide reasonable updates to the complainant and the respondent about the status of the investigation.
- Determine what disciplinary action, if any, should be taken.

It is a violation of this policy for anyone to knowingly make a false complaint of sexual misconduct or to provide false information about a complaint. Individuals who violate this policy are subject to disciplinary and/or corrective action, up to and including dismissal of a student.

In certain circumstances, General Assembly may be required by law or our internal policies to initiate an internal investigation and/or inform police without the complainant's consent, if we believe the safety of members of our campus or the broader community are at risk. General Assembly will keep all information disclosed confidential except in those circumstances in which we believe an individual is at imminent risk of self-harm, or of harming another, or there are reasonable grounds to believe that others on our campus or in the broader community are at risk.



All publicly available records required to be maintained by law will omit the names and other personally identifiable information about complainants and other alleged victims, to the extent permitted by law. A party to an investigation or decision-making process has the right to file an appeal. Should the complainant or the respondent not agree with the decision resulting from the investigation, they may appeal the decision to the Program Operations Manager or Campus Manager within seven business days by submitting a letter addressed to the Program Operations Manager or Campus Manager advising of the person's intent to appeal the decision.

Students may also choose to file a complaint with law enforcement or utilize the community resources listed in the Mental Health and Wellness Resource Guide section of this handbook.

## **DISMISSAL POLICY**

General Assembly is committed to taking all reasonable steps to ensure that students have the opportunity to successfully complete programs and to ensure that, within this general framework, all students are treated fairly and equitably. Students who do not support the academic and ethical goals of General Assembly for themselves and their fellow students may be subject to penalties, up to and including dismissal.

In general, General Assembly will attempt to resolve a situation without dismissal. Verbal warnings and written warnings may precede this final and most serious of actions. Where General Assembly deems the integrity, safety, or well-being of school, students, staff, clients, visitors, and other guests is in danger then dismissal may be applied at General Assembly's discretion at any point in the process.

A student may be dismissed with cause under the following conditions:

- **Academic Dishonesty:** Students may be subject to dismissal at the discretion of General Assembly for academic dishonesty as outlined above in the Academic integrity policy section.
- **Outstanding Fees:** Failure to pay overdue accounts owed to General Assembly within the specified period may be grounds for dismissal after a written warning has been given.
- **Code of Conduct:** All students are required to adhere to General Assembly's published Code of Conduct. Where the violations do not have the potential to result in physical harm to persons or property, General Assembly may dismiss a student who has received warning for failure to comply and has since violated any of the terms of General Assembly's Code of Conduct. Students who are found under the influence of drugs and/or alcohol or carrying weapons will be subject to immediate dismissal.
- **Significant Omissions or Errors in Admissions Documentation:** – General Assembly has a responsibility to ensure students have been admitted in accordance with program requirements. Students who knowingly misrepresent their applications are subject to immediate dismissal.
- **Academic Failure:** Students who fail to achieve the required standards of progress for a program may be dismissed from that program.
- **Attendance:** Students who do not achieve the required attendance as stated in the school catalog are subject to dismissal.





- **Harassment or Discrimination:** General Assembly does not condone harassment or discrimination of any student, staff, client, or visitor to school premises or online. Students participating in harassing or discriminatory activities may be subject to immediate suspension depending on the severity of the activity and pending investigation. Any student, who is deemed by the investigation to have engaged in severe harassing or discriminatory activities may be dismissed at the discretion of General Assembly, depending on the severity of the activity.

## **EQUAL OPPORTUNITY, HARASSMENT, & NON-DISCRIMINATION POLICY**

General Assembly is an equal opportunity organization and does not discriminate based on sex, gender identity, and/or expression, race, color, religion, ancestry, national origin, marital status, veteran or military status, sexual orientation, medical condition, genetic information, or the presence of any sensory, mental, or physical disability, or the use of a trained guide dog or service animal by a person with a disability, or other categories protected by law in the places in which we operate. General Assembly strictly prohibits and does not tolerate sexual harassment or other unlawful harassment (including verbal, physical, or visual conduct) based on protected status. Individuals who believe they have been subject to or witnessed conduct that violates this policy should immediately notify the Program Operations Manager or Campus Manager. General Assembly will investigate all complaints and prompt corrective action will be taken, as appropriate. General Assembly may take interim measures, as appropriate, when a complaint is made. General Assembly prohibits retaliation against any individual who raises concerns under this policy or participates in an investigation. General Assembly will conduct our courses, services, and activities consistent with applicable laws and regulations.

## **STUDENT CONDUCT PROCESS**

The student conduct process is designed to be fair and equitable to all involved parties. This section outlines the procedures that are typically used to resolve alleged student violations of the Code of Conduct policies as described above. It should be noted, however, that not all situations are of the same severity or complexity. Therefore, these procedures are subject to alteration, with appropriate notice and explanation, to ensure that an incident can be resolved in the spirit of the Code of Conduct.

Anyone with information about a potential violation of the Code of Conduct has the right to bring that information forward. There is no time limit on reporting violations of the Code of Conduct. As time passes, however, it may become more difficult for General Assembly to obtain information to make a determination regarding the violation. Timely reporting is, therefore, encouraged but not required.

General Assembly will review all information provided, including anonymous reports. Much like delayed reporting, anonymous reports may limit if and how General Assembly responds. General Assembly will make our best effort to investigate and respond to all complaints we receive.

Once we have received information and conducted an investigation (if necessary), the appropriate student success staff will review the information to determine if there is reasonable cause to allege a violation or attempted violation of policy. If reasonable cause is determined to exist, the responding party will receive a written allegation letter explaining which policy or policies are alleged to have been



violated with the disciplinary action. Students will have a reasonable opportunity to respond and/or request additional information from General Assembly.

In cases involving a reporting party, General Assembly staff may meet with that individual to review the resolution options outlined in the Code of Conduct before issuing an official violation letter to the responding party.

Once aware of a violation, there are multiple options for resolution. If a reporting party is involved, General Assembly staff or designee will work with the reporting party to determine how they would prefer the situation be resolved. Whenever possible, the reporting party's preference for resolution will be respected. In some situations, however, we may determine that we must utilize a certain resolution process regardless of the reporting party's request. At the discretion of General Assembly staff, a student

may be required to attend a meeting in lieu of the formal resolution (for example, a meeting may be requested for when concerning behavior is not a violation of the Code of Conduct but still warrants attention). Intended to help students avoid future violations and conflict, these meetings are considered a reasonable request and failure to attend may result in an allegation of Failure to Comply.

Although some situations may be so serious that they warrant a suspension or dismissal on their own, most do not. The more reckless the conduct and the greater the risk of serious bodily harm and/or the greater the actual bodily harm caused, the greater the likelihood of a severe sanction. All disciplinary decisions and sanctions made under the Code of Conduct will be based on a review of relevant information and facts. Students dismissed due to disruptive and/or disrespectful conduct will not be readmitted to General Assembly.





# ADDITIONAL COMMUNITY POLICIES

## INTELLECTUAL PROPERTY

General Assembly programs and all intellectual property related thereto including, but not limited to, coursework, project descriptions, exercises, learning experiences, solutions, example projects, material stored in General Assembly's private GitHub repositories, or other training materials are the exclusive property of General Assembly unless noted otherwise. As an enrolled student, you shall have the right to use, study, copy, and modify all coursework, including any projects performed by you, for the sole purpose of personal training and education. In no event shall the authors or copyright holders be liable for any claim, damages, or other liability.

## PROPRIETARY MATERIALS

Materials provided or furnished electronically, or otherwise, by General Assembly during the course of or in furtherance of student participation belong to General Assembly and/or our licensors. Students have no right to retain the materials and General Assembly reserves the rights to all materials. Students may reproduce, disseminate, or use materials only during the course of or participation in a course.

## MEDIA RELEASES

Students grant to General Assembly and our affiliates, successors, and assigns, and their respective licensees, advertising agencies, third-party partners, and the employees, officers, directors, and agents of each and all of them, the right and permission — with respect to any testimonial (written or oral), photographs, film, video or other images, or sound recordings of students as such may be embodied in any photos, video recordings, audiotapes, or digital images — to use such materials on a perpetual, worldwide basis, and in any medium or format whatsoever now existing or hereafter created, including, but not limited to, in and on the internet, and for any purpose, including, but not limited to, advertising, program and teacher improvement, promotional or educational materials, public relations, publicity, packaging, and promotion of General Assembly and its businesses, products, and services, without further consent from or royalty, payment, or other compensation to student.



## **DIVERSITY & INCLUSION COMMITMENT**

General Assembly abides by a diversity and inclusion values statement. Our entire community upholds this commitment, and we maintain shared responsibility across our global communities to live these values. Through a global commitment to diversity and inclusion, General Assembly strives to make the future of tech as vibrant as the world we inhabit.

At General Assembly, we are diverse. We foster an international community comprising different backgrounds, experiences, identities, and perspectives. We work to ensure that everyone has a place at the table at General Assembly, regardless of race, gender, gender identity, gender expression, age, sexual orientation, disability status, religious affiliation, socioeconomic status, or political persuasion. We consistently leverage the diverse experiences of our community members to transform the narrative of diversity within the tech, data, business, and design communities. We also strive to ensure that the General Assembly community is not just a reflection of the world today, but of the world we want to see in the future.

At General Assembly, we are inclusive. We celebrate and welcome diversity unbound by social hierarchies, and collectively work to foster mutual respect, empathy, and common cause. We provide welcoming spaces for growth conversation and empowerment on our campuses and strive to build greater cultural competence within our community. We also commit to supporting opportunities beyond our walls to promote access, break down barriers, and empower future generations of leaders in the tech industry.

## **CHOSEN NAME POLICY**

General Assembly recognizes that many of you use names other than your legal names to identify yourselves. As long as the use of this name is not for the purposes of misrepresentation or avoiding legal obligation, it is the policy of General Assembly that as a student you may choose to identify yourself within the community with a chosen first, middle, and last name. General Assembly will make every attempt to use your chosen names.

## **RELIGIOUS OBSERVANCES**

In order to create an atmosphere that is supportive of religious observance by all members of the General Assembly community, instructors and staff shall exercise the fullest measure of good faith to ensure that as students you will be able to fulfill your religious obligations and practices.

Every effort should be made not to schedule events on major religious holidays. Instructors are encouraged to consider conflicts with major religious holidays as they plan their assignments and to avoid scheduling mandatory events on these days unless to avoid the conflict would cause undue hardship.

Students have the responsibility of notifying instructors and staff members in writing, at the beginning of each course, of classes or course requirements that will conflict with religious observances. Students, instructors, and staff are expected to exercise flexibility in negotiating alternative arrangements. As a student, you are responsible for obtaining materials and information provided during any class missed and for making up any work that you miss but you will be allowed to do so without penalty, provided that you do so within the terms of your arrangement with your instructor.

# ON-CAMPUS POLICIES

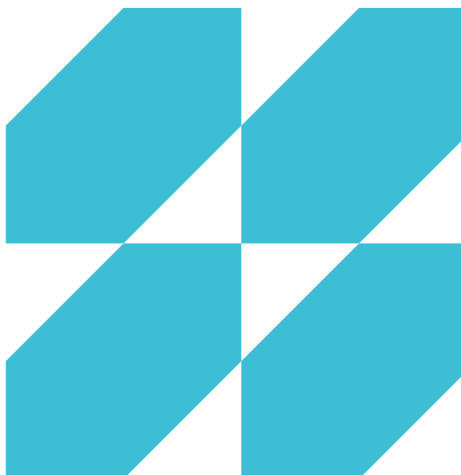
## SAFETY, WEATHER EMERGENCIES, & DISRUPTIONS

General Assembly expects to remain open and in full operation regardless of weather conditions, transportation disruptions, or other emergencies. On rare occasions, weather or other extreme emergencies may cause us to curtail operations, delay opening, or close entirely. Such a determination is made by General Assembly's Emergency Response team. Once a decision is made, we will make our operating status clear via email and Slack messaging. In the event of a severe weather event, General Assembly will likely move any in-person teaching temporarily to an online format, rather than canceling classes.

Students are required to abide by the instructions given during emergency situations, including the directive to vacate any facility or location actively in alarm. In the case of threat to life of self or others, information will be shared with persons listed as emergency contacts as well as with relevant General Assembly officials.

## CAMPUS SECURITY

General Assembly takes reasonable actions to secure campus buildings and all property on the grounds and in the buildings against vandalism, theft, and fire. As a student, you are responsible for protecting and securing your own property. General Assembly is not responsible for the security of personal property or its loss due to a personal or natural disaster and will not reimburse students for such losses.







## **SURVEILLANCE POLICY**

General Assembly has security cameras installed around campus. All recorded footage from these cameras is managed by the Information Technology department. Only authorized personnel will have access to the cameras and footage. All recordings will be stored in a secure cloud, as the content of the footage is considered confidential information. While authorized personnel will have access to the camera footage, General Assembly reserves the right to allow other individuals to view footage if it is a necessary action as part of an investigation or campus safety concern. Students or student groups should not install or set up personal video cameras or recording devices on campus for surveillance purposes.

## **PERSONAL PROPERTY**

General Assembly does not assume responsibility for the loss or theft of personal belongings and students are advised not to carry valuables or large amounts of cash when coming to a campus. We expect you to exercise reasonable care to safeguard personal items of value brought to campus, and to never leave such items unattended or in plain view. Any item may be disallowed if staff determines it is a potential health or safety risk for staff or other students. Articles of personal property found on campus should be returned to the owner if known or turned in to a staff member. Direct any lost-property inquiries to the Program Operations Manager or Campus Manager or Front Lines members.

## **SERVICE ANIMALS**

Service animals specifically trained to aid a person with a disability are welcome in campus buildings. Pets and other animals, including Emotional Support Animals, are not permitted in campus buildings except when approved by General Assembly. Animals should not be left unattended and, whenever possible, should be placed on a leash. You are responsible for the behavior of your pets and other animals under your supervision while on campus.

## **EMOTIONAL SUPPORT ANIMALS (U.S. CAMPUSES ONLY)**

Students can apply for an Emotional Support Animal (ESA) as defined by the Americans with Disabilities Act. General Assembly examines these requests on a case-by-case basis and there is no guarantee of approval. To apply for an ESA, follow instructions outlined in the Student Accommodations section above.

## **PETS**

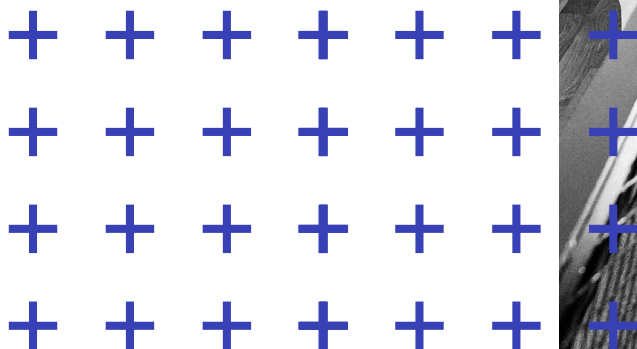
Pets are not permitted in any of our managed facilities, and this includes unapproved Emotional Support Animals. Pets are not allowed to visit students on any General Assembly campuses or stay indoors for any period of time out of respect for others' potential allergies, aversion to animals, and the continued protection of General Assembly facilities. Students who bring pets on campus may be subject to Code of Conduct violation.



## COVID-19 POLICY

General Assembly aims to deliver our mission while protecting the health and safety of our students, instructors, staff, and guests to the fullest extent possible by minimizing the potential spread of disease within the community. Students, instructors, and staff are responsible for complying with General Assembly precautions to protect against the spread of COVID-19 by engaging in behaviors that show care and concern for their own health and the health of others, including, but not limited to, using personal protective equipment, observing distancing requirements, and abiding by all requirements regarding gathering size and space capacity restrictions, monitoring their health and reporting symptoms of illness to medical professionals, quarantine and isolation, and complying with public health orders.

All community members must be diligent in your commitment to adhere to General Assembly's COVID-19 guidance and encourage your peers to share that responsibility. Consistent with General Assembly's statement of non-discrimination, General Assembly will not tolerate discrimination, profiling, bias, or any form of racial intimidation in connection with any COVID-19 related policies, and any reported incidents will be addressed in accordance with existing policies.







# RESOURCES

## MENTAL HEALTH & WELLNESS RESOURCE GUIDE

Your well-being matters. If you or someone you know is struggling, take advantage of some of the free resources outlined below. Don't be afraid to ask for help — no concern is too big or too small.

- [Global Resource Guide](#)
- Mental Health and Wellness Guides by Region
  - [Australia](#)
  - [Canada](#)
  - [U.S.](#)
  - [U.K. and Europe](#)
  - [Singapore](#)

## GINGER APP

Ginger is a free health and wellness app available to all Immersive students. Ginger offers students on-demand text-based coaching with a certified professional coach. At the start of an Immersive program, you will receive a unique invitation code to the Ginger platform via the email address associated with your General Assembly account. Access is available to Immersive students from the start of your program and up to 90 days from your course end date.

## STUDENT TOOLS

When you graduate or leave the General Assembly community, your access to a variety of General Assembly accounts and online services changes. When moving data and setting up post-General Assembly accounts, please be mindful that after six months from leaving the General Assembly community, you will no longer have access to Zoom recordings, myGeneral Assembly, GitHub Enterprise, Google Drive, and Slack\*.

*\* If you are an Immersive student, you will have access to Slack until you have found a job, at which point you will be added to the General Assembly Alumni workspace.*



# FREQUENTLY ASKED QUESTIONS

## HOW DO I CLAIM AN EDUCATION TAX CREDIT?

**I am in the U.S. looking for a 1098-T to claim an education tax credit. Where can I get one of these?**

Because General Assembly is not an accredited, degree-granting college or university, students and alumni are not eligible for education tax deductions such as the Lifetime Learning Credit or American Opportunity Tax Credit. If you are self-employed or itemize your business deductions, you may be able to deduct your General Assembly course as a business expense. Your tax preparer can give you official tax advice on all of this.

## WHERE CAN I FIND A CALENDAR OF SCHOOL HOLIDAYS?

In the [school catalog](#).

## WHAT IS THE ATTENDANCE POLICY?

Active participation in the learning experience is a key indicator of success. As such, attendance is counted as a graduation requirement under General Assembly's regulatory and licensing bodies. A passing grade in attendance will be given to students with no more absences than

the amount allowed, which varies by program type and operating region. A greater number of absences may be permitted due to exceptional circumstances, in which case General Assembly will engage in a review process to evaluate the student's performance in alignment with the Standards of Progress.

Attendance Policies outlined by program type and additional information on exceptional circumstances and General Assembly's Standards of Progress can be found within the [school catalog](#) for each operating region.

## HOW DO I MAKE A PAYMENT?

Please log in to your [General Assembly Account](#).

## MY FINANCIAL SITUATION HAS CHANGED, AND I NEED TO CHANGE MY PAYMENT TYPE. HOW DO I DO THAT?

Please contact your Student Success team via [studentsupport@generalassemb.ly](mailto:studentsupport@generalassemb.ly) for assistance.