



POLK
STATE
COLLEGE

ADMISSION

GUIDE TO POLK STATE

2016-2017

polk.edu

TABLE OF CONTENTS

3-8 Admission Checklist	
9-10 Step 1: Complete Free Application at polk.edu	
11-12 Step 2: Submit Official Transcripts	
13-18 Step 3: Apply for Financial Assistance, Other Forms of Payment	
19-20 Step 4: Complete Testing and Placement Requirements	
21 Step 5: Attend Orientation and Advising	
22-43 Questions and Answers	
22 Bachelor Students	
22 Bookstore	
23 Business Office	
• Higher One and EagleChoice Card	
• Tuition Payment Plan	
26 English for Academic Purposes	
26 First-Time-in-College	
27 Disability Services for Students	
31 Dual Enrollment Students	
32 Educator Preparation Institute	
33 FERPA	
33 Institutional E-mail	
34 International Students	
35 Military and Veterans	
35 Non-Degree Seeking	
36 Online Classes	
36 PAL	
37 PASSPORT Interface	
38 Programs or Degrees at Polk State College	
39 Residency for Tuition Purposes	
40 Student ID Cards	46 Helpful Information
40 Test Score Reports	46 Contacts • Campus Addresses • Hours
43 Transfer Students	Phone Numbers • E-mail Addresses
43 Transient Students	47 Orientation Worksheet:
44 Campus Maps	Choosing English and Mathematics



EQUAL OPPORTUNITY FOR STUDENTS WITH DISABILITIES

The College complies with The Americans with Disabilities Act and provides equal educational opportunity for qualified individuals. A student with a disability who requires special accommodations or auxiliary aids under The Americans with Disabilities Act (ADA) should contact the Student Services Office on either campus and speak with a Disability Services Advisor or the Coordinator of Disability Services. Note: Limited admission programs may have performance restrictions that apply. Restrictions (where applicable) are outlined in each program's student handbook.

ESPAÑOL: Igualdad de Oportunidades para Estudiantes con Incapacidades

Nuestra institución cumple con la ley de los Americanos con Incapacidades (ADA), que provee igualdad de oportunidades educativas para las personas calificadas. Un estudiante con una incapacidad que requiere acomodaciones especiales o recursos auxiliares bajo la ley de los Americanos con Incapacidades (ADA), debe contactar la Oficina de Servicios Estudiantiles en cualquiera de nuestras localidades: Lakeland o Winter Haven y hablar con un Consejero de Servicios de Incapacidad o con el Coordinador de Servicios de Incapacidad. Nota: Restricciones de rendimiento pueden ser aplicadas en los programas de admisión limitada. Las restricciones (si proceden) son descritas en cada programa del manual estudiantil.

KREYOL: Menm opòtunite pou etudyan ki gen yon andikap

Kolèj la konfòmè avek lwa Ameriken pou moun ki gen yon andikap e bay menm opòtunite edikasyonèl pou tout moun ki kalife. Yon etudyan ki gen yon andikap ki mande akomodasyon espesyal obyen èd okslilyè selon lwa Ameriken pou moun ki gen yon andikap dwe kontakte biwo sèvis pou etudyan yo swa Lakeland oubyen Winter Haven pou pale avek yon konseye sèvis pou anzikap oubyen koòdonatè sèvis pou andikap. Nòt: Restriksyon sou pefomans ka aplike pou admision nan program ki limite yo. Restriksyon yo (Kote ki aplikap) dekri nan manyel etudyan yo pou chak pwogram.

APPLY (More... 9)

- I completed the online application. Date _____
- I read and understand my admission letter.
- I know my student ID.

RESIDENCY (More... 39)

- Not claiming residency? Check this one off.
- Claiming Florida residency?
 - Log in to PASSPORT to check residency status 2 week days after application, but no later than the drop deadline.
(Home Page under My Financial Summary)
 - In-state? Check this one off.
 - Still listed as out of state? Bring documents to Admission office. (More... 39)

ACTIVATE POLK STATE COLLEGE E-MAIL (More... 33)

- Check it daily until the drop day of each term. Then check weekly.
(Takes 24 hours to activate.)



ADMISSION CHECKLIST

APPLY

TRANSCRIPTS

FINANCES

PLACEMENT

ORIENTATION

HIGH SCHOOL TRANSCRIPTS (More...11)

- Public or Private High School** (Required only if you do not have a degree already.)

If you attend a Polk County public high school, check PASSPORT; your school may have already sent us one.

- Contact your high school to order a transcript.

Date Ordered _____ School Name _____

Check PASSPORT to verify it has been received. Date Received _____

Home School

Submit completed Home School Affidavit. Date Submitted _____

GED

Order from your state's Dept. of Education. Date Ordered _____

NOTES: _____

TRANSFER
STUDENTS ONLY

COLLEGE OR OTHER POSTSECONDARY SCHOOL

(More...11)

- Order transcripts from every college or institution you have attended since high school.

School _____ Date Ordered: _____ Received: _____

School _____ Date Ordered: _____ Received: _____

School _____ Date Ordered: _____ Received: _____



□ FINANCIAL AID PROGRAMS (*More...13*)

(Student Financial Services sends all communication to the student's Polk State College e-mail. Check frequently for important updates.)

- I requested a FAFSA PIN from pin.ed.gov.
- I completed the FAFSA, and I understand I am required to complete it even if I don't use financial aid.
- I added Polk State College's school code as a college I want to attend to my FAFSA. The code is 001514.
- I received the Student Aid Report (SAR) from the federal government. (After you complete all requirements and they are evaluated, you will know if you actually qualify at Polk State.)
- I looked at the calendar online and know the Financial Aid Guarantee Deadline is _____
- I attended a Financial Aid workshop. Date _____
- I checked PASSPORT and my FAFSA was received.
 - ___ I do not have any red flags.
 - ___ I do have red flags.

■ SUBMIT REQUIRED DOCUMENTS (*If you have red flags*)

- I submitted my high school transcript or equivalent. Date _____
 - I have a degree. This does not apply to me.
- My Student Aid Report (SAR) says I'm selected for verification. I logged on to PASSPORT and am required to submit the following items for Financial Aid verification:
 - _____ Date Provided _____
 - _____ Date Provided _____
 - NOTES: _____

■ TRANSFER STUDENT FINANCIAL AID CONSIDERATIONS (*More...43*)

- I understand Satisfactory Academic Progress (SAP);
it may apply to my transfer work.
- I have met Satisfactory Academic progress (SAP) or I have followed the SAP appeals process. See polk.edu/admission-aid/financial-aid for details.
- My required post-secondary transcripts are received and evaluated. If I have a degree, I understand I do not need to provide a high school transcript. (*More...11*)

TRANSFER STUDENTS ONLY**■ VETERANS** (*More...35*)

- Go to VONAPP and apply for the eligibility letter:
vabenefits.vba.va.gov/vonapp/default.asp
Date Applied _____
- I received the Certificate or Letter of Eligibility from VA. Date Received _____
(must be within three months)
- I submitted the Certificate or Letter of Eligibility to Polk State Veteran Services.
Date Submitted _____
- I submitted the following documents to Polk State:
 - Polk State's Veteran's Certification sheet. Date Submitted _____
(Found at: polk.edu/admission-aid/veteran-information)
 - The veteran's DD214. Date Submitted _____
(Submit the DD214 to the Admission and Registrar's Office to receive college credits for wellness.)

VETERANS ONLY

ADMISSION CHECKLIST

APPLY

TRANSCRIPTS

FINANCES

PLACEMENT

ORIENTATION

□ OTHER FINANCIAL RESOURCES

Florida State Aid

- I completed a Florida financial aid application online in my last year of high school.
- I added Polk State College to my state aid application.
- Bright Futures** ([More...16](#))
 - I received and read my Bright Futures Award letter from the state of Florida and understand my responsibilities.
 - I will receive the following award: _____.
 - I registered for classes and owe: \$ _____.
- Gold Seal**
 - I understand Gold Seal covers only vocational programs. I checked with an advisor and my program is vocational. Date _____

Florida Prepaid ([More...16](#))

- I logged in to PASSPORT and under Quick Links, I followed *View Florida Prepaid*. I paid my portion.
Date _____

Exemptions ([More...17](#))

- I reviewed the possible state exemptions and waivers, and I do not qualify for any.
- I determined I qualify for the following:

State Employee Benefit ([More...17](#))

- I downloaded a copy of Polk State's Florida State Tuition Waiver Guidelines from polk.edu/admission-aid/state-employee.
- I submitted the State Employee Tuition Waiver Program – Intent to Apply form before the drop date.
Date _____

Foundation Scholarships ([More...17](#))

- I submitted my application for a Foundation scholarship. Date _____
- I responded to all Foundation requests for additional information and sent them a thank-you.
Date _____

Tuition Payment Plan ([More...25](#))

- I applied for the Tuition Payment Plan. Date _____

Other benefits (such as your parent's employer)

- I qualify for the following additional benefits:

COMPLETE TESTING AND PLACEMENT REQUIREMENTS

- I read the placement and testing information on my admission letter.
- Need to take a placement assessment? ([More... 19](#))
- NO?
- I fall into the exempt category ([More... 19](#)) You may choose to take the PERT with no obligation or cost. Follow instructions under "yes" below.
 - Met requirement through (ACT, SAT, HS PERT, OTHER)
 - How met _____
 - Date Scores Ordered_____
 - I checked PASSPORT and the scores are or are not entered. (If scores aren't entered two weeks after ordered, contact registrar@polk.edu.)
 - NOTES: _____
- YES?
- Use the placement testing ticket at the end of your admission letter.
 - Go to TLCC for testing during open hours. ([More... 46](#))
 - Test Date Planned_____ Time_____
 - Read what you are to bring and not to bring for test. ([More... 19](#))
 - NOTES: _____
- Keep a copy of test scores with your GPS. Write your scores on the Choosing English and Mathematics worksheet. ([More... 47](#))



ADMISSION CHECKLIST

APPLY

TRANSCRIPTS

FINANCES

PLACEMENT

ORIENTATION

I TOOK ORIENTATION ON _____

Take orientation online or at any campus. If this is your first time in college, you are required to see an advisor and present your orientation completion certificate.

- I met with an advisor on: _____ Advisor's name: _____

PRE-ADVISING (More...26)

- I registered for a pre-advising session on _____

FTIC

VETERANS
ONLY

PROGRAM CHOICE

- I selected a program and know how to read the degree audit.
 An academic advisor assisted me in selecting an approved program.
My program is _____
 The Veteran Services office confirmed my program is approved.

REGISTER FOR CLASSES

- As a financial aid student, I have checked and I know my classes are required as part of my program.
 I know what classes to register for, or I registered with an advisor.
 I know my fees due date. Due Date: _____
 My English/Math choices are: _____ Math _____ English or _____ Writing and _____ Reading.
(Add SLS 1101 if two or more are developmental.) (See Choosing English and Mathematics... 47.)

BOOKSTORE (More...18,22)

- I know what books to buy.
 I know how financial aid will pay for books.
 I know the bookstore return policy.
 I know to read my syllabus the first day of class to ensure my books and materials list is correct.

PASSPORT (More...37)

- I know how to navigate PASSPORT.
 I know how to access my polk.edu e-mail.
 I know the College will communicate official notifications to me through PASSPORT and my polk.edu e-mail.

STUDENT ID (More...40)

- I have obtained my Polk State Student ID. All students on campus must have an ID.

CONGRATULATIONS!
You Soar, Eagle!

STEP I: COMPLETE FREE APPLICATION AT POLK.EDU

1. GATHER YOUR INFORMATION:

1. Primary personal e-mail address _____
2. Residency information: (If you write this information, be sure to shred this page when done.) ([More... 39](#))
 - a. Your or one of your parent's* driver's license # _____
 - b. Your or one of your parent's* voter registration # _____
 - c. Your or one of your parent's* vehicle registration # _____
- *If under the age of 24
3. Know the term you plan to start. The academic calendar is at polk.edu/academics/academic-calendars.
4. Know on which campus you will be taking most of your classes. (You can take classes on any campus, but use one as your "home" campus.)
5. Social Security number. (Do not guess. If wrong, you will have problems later, especially with financial aid.)
6. Contact information.
7. Citizenship information.
8. Immigration information if you are not a U.S. citizen.
9. Military service information.
10. Emergency contact person with address and phone information.
11. High school name and graduation date or GED date.
12. A program of interest. Programs are listed in the online application and found at polk.edu under Academics or in the Catalog/Student Handbook. ([More... 38](#))
13. Information about criminal background or disciplinary issues at other schools. After you enter this information, you must make an appointment with the Student Services Dean on your campus.

2. SUBMIT YOUR APPLICATION*

1. Go to polk.edu.
2. Click on the Admission and Aid tab at the top; then click on the Apply Online link on the right side of the page.
3. Read the instructions before you begin.

*SPECIAL INSTRUCTIONS FOR THE FOLLOWING STUDENT TYPES:

RETURNING STUDENT

If you attended Polk State College in the past and it has been more than one year since you attended:

- Complete an application online using the Readmit section.
- **Log in using your Social Security number (no dashes) and your 2-digit month and 2-digit year of birth. Doesn't work? Contact the Information Desk at 863-297-1000.**
- Read your admission letter sent to your primary personal e-mail address when you completed the application.
- Follow the instructions in the admission letter.

I COMPLETED MY ONLINE APPLICATION, NOW WHAT?

- Follow the steps in this Guide.
- After you complete the admission requirements, you are accepted.
- Read the admission letter sent to your polk.edu e-mail address and primary personal e-mail address you entered when you applied. (You can also find this and other Polk State College communication in PASSPORT under Quick Links:Notifications.)
- Store your Polk ID and PIN in a safe place, such as your phone.

GENERAL ADMISSION QUESTIONS

- **If I applied to one campus, can I take classes at other campuses?**

YES. Your application is to Polk State College. You can take classes at any Polk State campus or center, or online.

- **I am having technical difficulties completing my application.**

Call 863-297-1000. We will help you.

- **I have a criminal history or a discipline action from another college. What do I do?**

- Call 863-297-1000 and ask for the Student Services Dean.
- E-mail the Student Services Dean on your home campus for instructions at:
advising@polk.edu

- **My name has changed since I last attended. What do I do?**

Name changes must be submitted to the Admission and Registrar's office using a Vital Statistics form with official proof such as a driver's license. Find the form at www.polk.edu/Admission-Aid.



STEP 2: SUBMIT YOUR OFFICIAL TRANSCRIPTS

What is an official transcript?

An official transcript is sent directly from the sending institution to Polk State College's main address.
(Address found on page 46)

- It is sealed and unopened.
- It is not issued to the student.

How do I order a transcript to be sent to Polk State College?

Each high school or college has its own transcript ordering procedure. Contact the school you previously attended and request a transcript be sent to Polk State College. Many transcripts from Florida high schools, colleges, and universities are sent through an electronic transmission service. Check your name, SSN, and DOB to ensure both schools have the same information. If names/numbers don't match, your electronic transcripts will not post to your Polk State record. Check your PASSPORT account 5-7 school days after applying to see if your Florida public high school transcript arrived.

Polk State College also accepts the following:

- Secure PDF – send to transcripts@polk.edu
- Mail – send to the Admission and Registrar's office at the College's Winter Haven address. *(Address found on page 46)*

Is there a deadline to submit transcripts?

COLLEGE

- All postsecondary transcripts must be submitted **six weeks prior to the start of the term** to ensure receipt and evaluation of past coursework by the start of the term.
- If you miss this deadline**, you can still register for courses if you bring your unofficial transcripts with you to Polk State advising visits or orientation. But you can't register the next term if transcripts are still not received when registration starts.

Important Notes about Late Transcripts:

- An official transcript is required before financial aid will be applied to any term.
- Bachelor-degree students can't register for upper-level courses without official transcripts received prior to the start of the term.

HIGH SCHOOL

- Your high school graduation date must be posted on your high school transcript.
- Contact your high school to request a transcript. (If you attended a Florida public high school, check your PASSPORT account. Your school may have already sent it.)
- Check PASSPORT 5-7 days after you have applied to ensure it has arrived.
- Contact your high school again if it has not arrived within two weeks.
- If you want to exercise your exemption to developmental English and mathematics, based on high school dates of attendance, your official transcript is required.

What do home schoolers submit?

The home-school teacher, usually the parent, must submit a signed and notarized affidavit. This affidavit can be downloaded at polk.edu/Admission-Aid.

STEP 2: SUBMIT YOUR OFFICIAL TRANSCRIPTS (CON'T)

How do I get a transcript for my GED?

- If you took your GED after February 1, 2014, you received a secure electronic PDF document delivered to your e-mail that contains your Smart Transcript and diploma. This e-mail was sent from the state to you at the e-mail address you provided when you signed up for MyGED. Forward this e-mail containing both your Smart Transcript and diploma to transcripts@polk.edu.
- If you earned your Florida GED credential prior to 2014, contact the state at 850-245-0449 for instructions.
- If your GED is from out of state, contact your state's Department of Education.

Will you accept my high school diploma?

- Diplomas are not official documents. A transcript reflecting your graduation is required.
- A transcript from a public high school in any state is accepted.
- A GED from any state public school system or school-system testing provider is accepted.
- A transcript from a private high school will need to be evaluated before it is accepted.
- High school transcript acceptance for admission does not mean acceptance for athletic purposes.
- Some foreign countries only provide diplomas, in which case, a diploma is accepted in lieu of a transcript.
- Your high school transcript **will not be accepted** if:
 - You paid a fee and received a diploma.
 - You paid a fee and took an exam and received a diploma that is not an official GED.

How do I know if my transcripts have been received?

- Go online to polk.edu.
- Log in to PASSPORT.
- Select Records> Display Transcripts Received.

Received transcripts show date received and date evaluated. *If you ordered your transcript less than six weeks from the beginning of the term or you want to register and your transcript is not yet evaluated, you may use an unofficial transcript* from your other colleges to register your first term at Polk State College. You may have to pay your tuition and fees, as financial aid requires official transcripts before disbursing funds.

My ordered transcripts have not arrived. What do I do?

If you ordered a transcript more than two weeks ago but it doesn't show as received in PASSPORT, contact your sending institution. If it was sent, get the date and a contact name and number from the sending institution. E-mail Transcript Services at transcripts@polk.edu with this information so we can research it for you. Include your contact information when you e-mail us.

I have a transcript hold. What does that mean?

A transcript hold prevents you from registering a second term and remains on your record until transcripts are received. When your transcript arrives, the hold is removed. Your financial aid cannot be awarded until **all** transcripts are received and evaluated.

Do I have to provide all transcripts? Some are really old or not accredited.

All transcripts from postsecondary institutions that offer college credit are required, regardless of age or accreditation. Intentionally omitting a school you attended on your application could be fraudulent.

How long does it take to get my transcripts evaluated?

If you submit your transcripts six weeks prior to the beginning of the term, your evaluations are completed by the first day of the term. If you submit them after that, your evaluations are completed prior to the next registration period. We evaluate transcripts on a first-come, first-served basis. Credits earned through non-traditional sources may take longer.

STEP 3: APPLY FOR FINANCIAL ASSISTANCE

PAYING FOR COLLEGE

How do I pay for college?

- a. Apply for federal financial aid. All students are required to complete the FAFSA.
- b. Plan ahead: apply for a Polk State Foundation scholarship February 1 through March 15 each year. More scholarship information is at polk.edu on the Foundation webpage.
- c. Use Polk State's Tuition Payment Plan through the Business office. ([More...25](#))
- d. Check with your employer or your parents' employers for scholarship programs they may offer.
- e. Visit the polk.edu Financial Services webpage for information about Direct Subsidized Loans, Direct Unsubsidized Loans, and Direct Plus Loans. Some private loans are also available.

APPLICATION FOR FINANCIAL AID

Our guarantee to you:

If you complete the FAFSA and submit all required documents and transcripts by the deadline and your submission is complete, we promise your application for aid will be reviewed before you start class.

We can't guarantee financial aid, but we can promise that you'll know where you stand!

IMPORTANT DEADLINES: To ensure your financial aid is processed by the first day of class, you must have all requested documents turned in by the following dates:

- Fall.....[July 22, 2016](#)
- Spring.....[December 1, 2016](#)
- Summer.....[April 18, 2017](#)

Important Note: Payment for classes may be due before your financial aid is applied. So, it is highly recommended you complete your FAFSA and submit all required documents well before this deadline to ensure your aid is processed in time to pay by your tuition and fees due date.

How do I complete the FAFSA?

1. Gather your information.
 - a. Prior year's W-2 forms
 - b. Federal income tax returns (or estimates)
 - c. Bank statements
 - d. Your alien registration number (if you are an eligible non-citizen)
 - e. Your federal student aid ID and password are required to electronically sign your FAFSA. You can set up your ID and password at www.fafsa.ed.gov
 - f. Your parent's information if you're a dependent student
 - g. **Polk State College's Code number – 001514**
2. Go to fafsa.ed.gov to complete the application.

How long will it take to receive notifications from the Department of Education about my FAFSA?

After submitting your FAFSA, it can take up to:

- By e-mail: 3 to 5 days
- By mail: 7 to 10 days

After you receive your information, check your PASSPORT and Polk State e-mail for instructions about further information that may be needed. ***It is your responsibility to check your Polk State e-mail account regularly for important updates.*** For disbursement days, see the college calendar at polk.edu.

I just completed my FAFSA, but classes start in less than four weeks. What now?

Be prepared to pay for your tuition, fees, and books out-of-pocket. Consider the Tuition Payment Plan. When your application is processed, and if you are eligible and receive an award, you can adjust your Tuition Payment Plan. See Business Services Q&A for more information. Consider starting classes in the 12-week or Fastrack 2 session to give Financial Services time to process your aid application.

The FAFSA asks for my parents' information, if I am dependent. How do I know if I am independent?

You're independent if you fit one of the following categories:

- Born before January 1, 1993
- Married
- Working on a master's or doctorate program
- Serving on active duty in the U.S. Armed Forces
- Veteran of the U.S. Armed Forces
- Have children and provide more than half of their support
- Both of your parents were deceased since you turned 13
- Were in foster care since turning age 13
- Have dependents (other than children or spouse) who live with you and you provide more than half of their support
- Were a dependent or ward of the court since turning age 13
- Currently are or were an emancipated minor
- Currently are or were in legal guardianship
- Currently are homeless or at risk of being homeless

If you're NOT in one of these categories and feel you should qualify as independent, contact Student Financial Services at 863-297-1004 or financialaid@polk.edu.

The FAFSA is based on last year's income, but I have drastically different financial circumstances this year.

If you or your parents have experienced a significant difference in income, or have paid unusually large medical expenses this year, meet with a Student Financial Services advisor. You may be asked to provide detailed documentation to receive special consideration for a professional judgment about your circumstances. Contact Financial Services at 863-297-1004 or financialaid@polk.edu.

Can I get help completing the FAFSA?

Workshops are regularly scheduled on the Winter Haven, JDA-Lake Wales, and Lakeland campuses. Go to the Student Financial Services webpage at polk.edu. Workshop information is posted on boards in Student Services offices. Assistance is also available through fafsa.ed.gov and in the Student Financial Services office.

What is Satisfactory Academic Progress (SAP)?

SAP is a set of criteria that the federal government requires a student to meet in order to continue receiving aid. Criteria are GPA, completion ratio, and other similar standards. See more at polk.edu/admission-aid.

TYPES OF FINANCIAL AID

Pell Grants

What is a Pell Grant?

The Federal Pell Grant program provides need-based grants to low income undergraduate students who have not yet earned a bachelor's or professional degree. You may use your Pell Grant at Polk State College.

How do I apply for a Pell Grant?

Complete a Free Application for Federal Student Aid (FAFSA) online at fafsa.ed.gov.

What if I'm transferring in from another college?

You'll need to log on to fafsa.ed.gov and update your school code to reflect **Polk State College's school code: 001514**. To receive Financial Aid, all required documentation must be on file with Polk State College; this includes transcripts from all colleges. Even though you may be able to take classes at Polk State College if your transcripts aren't on file, you will not receive Financial Aid awards until transcripts are received and evaluated.

How much money will I get from the Pell Grant?

You can review your estimated annual award, based on your expected family contribution (EFC) and enrollment status, using our online Pell Grant Calculator on the Financial Services webpage at polk.edu. Your EFC is stated on your Student Aid Report (SAR) at fafsa.ed.gov. All aid is initially offered at the full-time rate.

How many credits must I take to receive the Pell Grant?

It will depend on your Estimated Family Contribution (EFC). Some students receive Pell Grants while enrolled in less than 6 credits while others must register full time. Your award letter will state your specific eligibility and requirements. Contact Student Financial Services for further information at 863-297-1004 or e-mail financialaid@polk.edu.

I received a PELL Grant. When do I get my balance?

Your refund depends on the session you are enrolled in, type of program such as clock or credit hour, and the dates of drop and add. These dates are listed in the college calendar at polk.edu. You'll also receive regular e-mail and PASSPORT updates from Financial Services notifying you of the status of your award.

Loans

Does the College offer short term loans?

No. But we offer Federal Stafford loans.

What is a federal loan?

A loan is money borrowed that must be paid back with interest. If your grant/scholarship awards don't cover your educational expenses, a low-interest federal loan is an option. There are two basic types of direct loans: subsidized and unsubsidized. For more information regarding the Direct Loan Program, please visit studentloans.gov.

How do I get a loan?

You must complete the Free Application for Federal Student Aid (FAFSA) found online at fafsa.ed.gov. The award letter you receive will let you know if you qualify for a loan. You must also complete a Polk State Request for Loan Award form, a master promissory note, and have an entrance counseling session. Go to studentloans.gov and complete the master promissory note, complete the required counseling, and then submit your loan request form to Student Financial Services at Polk State.

Bright Futures

How do I apply for Bright Futures?

Applications for Bright Futures are handled at the high school. Please contact your high school counselor for further information. Also, Bright Futures students will be responsible for the difference in the Bright Futures award and the cost of tuition and fees, which must be paid by the student's due date. Your award will show on the Financial Aid Recipient History screen of your application at floridastudentfinancialaid.org.

Do Bright Futures students have to complete a FAFSA?

No. A FAFSA no longer needs to be completed every year unless you want to apply for financial aid such as the Pell grant. Polk State College must be listed as one of the schools the student plans to attend if a FAFSA is completed.

Where do I find Bright Futures award amounts for the current academic year?

See the current established award amount per credit hour on the Bright Futures website at floridastudentfinancialaid.org.

Do Bright Futures recipients have to repay the cost for courses withdrawn from at Polk State College?

Yes. Repayment for the cost of withdrawn courses is required to renew a Bright Futures award at the end of the spring term for a subsequent academic year. You won't be able to renew your Bright Futures award until repayment or an arrangement to reimburse is made.

Do I have to be a full-time student to receive Bright Futures?

You aren't required to enroll full time to receive Bright Futures funding. Part-time students must enroll in a minimum of 6 semester hours per term (or the equivalent). Part-time students must earn the required number of hours for which they were funded. For more information, go to the Student Financial Services webpage at www.polk.edu/admission-aid/financial-aid.

Florida Prepaid Frequently Asked Questions

How do I use my Florida Prepaid card to pay for my fees?

You can do automatic self-authorization on Passport by clicking the View FL Prepaid icon on the homepage, select the term you are authorizing, and click continue. A message stating Coverage Accepted will appear on the screen and your authorization is successful.

I have Florida Prepaid. Why do I have to pay part of my fees?

The type of fees that are covered by Florida Prepaid depend on the type of plan that was purchased and the year in which the contract was purchased.

I have Florida Prepaid. Why do I have to pay so much in fees?

The type of Florida Prepaid plan that was purchased determines the fees left over for payment. Also note that if a class is a third attempt Florida Prepaid will not pay the out-of-state portion of your fees.

Florida Prepaid paid for part of my classes last term, and I paid the difference. Why am I getting a bill?

There are many reasons a bill may be generated. If you receive a bill after making your out-of-pocket payment, please refer to the contact information located on your bill or review your Florida Prepaid status at <http://www.myfloridaprepaid.com> and log into MY Account.

I'm trying to register for my classes for the next term, but I can't because I have a financial hold due to some money I owe from my fees for last term. Can you tell me why?

Florida Prepaid will always have a minimum fee that is not covered by the plan and must be paid by other means. If you carry an outstanding balance into a new term, you will not be able to register until it is satisfied.

What do I do if I have Florida Prepaid, but I cannot self-authorize or I get an error message?

Verify your account status with Florida Prepaid and that your Social Security number is correct in both FL Prepaid records and Polk State admission records.

OTHER FORMS OF PAYMENT

Scholarships - Polk State Foundation Office

Many scholarship opportunities are available for students through the Polk State College Foundation, Inc., such as athletic and music scholarships. The Foundation accepts applications for Foundation scholarships February 1 through March 15 of each year. Applications will be reviewed and rated by an independent committee, and notices will be e-mailed to all applicants no later than June 15 of each year. Award certificates will be available for high school graduation ceremonies in May of each year. The Foundation scholarships will be available for use the first fall term following the award process and subsequent terms until the scholarship is fully expended, expires, or terminates pursuant to donor requirements. Check the Foundation website at polk.edu for scholarship opportunities and application instructions.

Institutional Scholarships - Student Financial Services

There are also Polk State College Institutional Scholarships offered to students based on need, merit, and public service. Check the Student Financial Services website for private scholarship announcements.

Other - Admission and Registrar's Office

Do I qualify for a state exemption of fees?

The state of Florida offers a variety of tuition and fee exemptions to persons who have experienced extraordinary challenges in their lives. Each exemption has specific criteria. The Admission Office can help you determine if you qualify.

Some common exemptions:

- Students adopted from the Florida Department of Children and Families (DCF) after May 5, 1997
- Students who at 18 are/were in the custody of the Florida Department of Children and Families (DCF)
- Recipients of the Purple Heart ([More...35](#))
- Spouse of a deceased state employee
- Persons found to be wrongfully incarcerated
- Children of fallen law enforcement officers

For all state exemptions, see the following Florida Statutes (1009.25, 1009.26, 961.061, 288.8175, and 112.19). All exemptions must be applied to your record **before** the drop deadline.

How do I use my state employee education benefit?

Complete and submit the State Employee Tuition Waiver Program – Intent to Apply form which is available through your employer. Read and understand the guidelines for using your benefit at Polk State College. You may register anytime with an advisor or online.

Download a copy of Florida State Tuition Waiver Guidelines at Polk State College from polk.edu/admission-aid/state-employee.



FINANCIAL AID AND CLASS ATTENDANCE

What if I can't attend my classes or need to withdraw?

You can add classes until the first day of class or drop classes during the Drop period without consequence. Federal financial aid programs require you to "earn" your aid by attending classes. If you withdraw from classes, your aid "earned" will be adjusted. If you are reported as Never Attended by the professor, you will be dropped and your aid adjusted with a refund based on your full-time/part-time status change or schedule change. The Never Attended reporting period is within 10 calendar days from the start of the term. Talk to a Student Financial Services advisor at Polk State before making any changes in your schedule.

Don't simply stop going to class without submitting an official withdrawal! You could be required to pay back all financial aid!

FINANCIAL AID AND PURCHASING BOOKS

Can I purchase books using financial aid money?

If your financial aid award covers books, you can charge your books by presenting your Polk State College ID card to Barnes and Noble bookstore on campus during the charge period before each term. See the college calendar for these dates.

UNUSED FINANCIAL AID REFUNDS

When will I receive my money?

Refunds are processed about 14 days after the last Drop day each term (*after* tuition, fees, and books are paid). See the college calendar at polk.edu for refund dates. Late awards and refunds are processed weekly.

Be Aware!

If you fail to attend during the first 10 days of class and a professor reports you; you will be dropped from your classes, and your financial aid for the dropped class will not be awarded. If your full-time/part-time status changes, your award will be adjusted as well.



STEP 4: COMPLETE TESTING AND PLACEMENT REQUIREMENTS

What must I do to take the placement test?

- Complete an admission application online.
- Print your admission letter. The test ticket is on the letter. You must present it when you take the test.
- Go to Lakeland, Winter Haven, or JDA-Lake Wales campuses during testing hours. ([See page 46 for locations.](#))
- Bring a photo ID when you take the test.
- You cannot have a cell phone with you in the testing room.
- Everything you need to take the test will be provided.
- Practice. Go to Polk.edu/Admission-Aid and follow links to take practice test.

Where is the testing center on campus?

- Winter Haven: WLR building, 2nd floor (in the TLCC WLR 201)
- Lakeland: LTB building, 1st floor, 1st floor (Student Services Office)
LLC building, 1st floor, 1st floor (TLCC)
- Lake Wales: Success Center in the back of the building
- If you cannot take the placement test locally, visit your local state college to take the PERT. If you are out of state, visit a local college to take the Accuplacer.
- Testing hours ([See page 46](#))

Do I have to take the placement test? (PERT)

All test scores must be from within the last two years. You are required to take the placement test unless you are exempt.

Exempt individuals are:

- Active duty military persons
- Graduates who began a Florida public high school in 2003-4 or later and graduated from a Florida high school with a standard high school diploma.
- You are a high school graduate with ACT or SAT scores at the college-level cutoff. See passing scores below. Order official copies to be sent directly to Polk State. ([See page 41](#))
- Polk State highly recommends that you take the placement test. It is not a pass/fail test but rather an inventory of your skills in mathematics, reading, and writing. There is no charge, and regardless of your scores, you are not obligated to take developmental courses unless you choose to do so.

Reading	English	Math
ACT Reading – 19	ACT English – 17	ACT Math – 19
SAT Critical Reading – 440	SAT Critical Reading – 440	SAT Math – 440

- You are a transfer student who completed the developmental course sequence in math and English at another Florida postsecondary school, or you took at least one college-level English and one college-level math with a 2.00 GPA in each class.
- You are a high school graduate or transfer student with PERT placement scores less than two years old. Provide official copies to the Admission and Registrar's office before Orientation and bring these scores with you to Advising or have them with you when you take online orientation.

Can I use the student copy of test scores or a print-out from the website?

Official copies are required. You can use unofficial copies to register in Advising. You'll have a hold on your record until you provide official copies, and you won't be able to register for subsequent terms until official test scores are submitted.

How do I get my official ACT or SAT test scores to Polk State?

- See how to order on [page 40](#).
- Polk State College FICE code: 001514.
- AP, CLEP, SAT, and TOEFL: collegeboard.org. Polk State's score report code: 5548.
- ACT: actstudent.org. Polk State's score report code: 007570.

What if I cannot come to campus to test?

- Arrange placement testing at your local community college and have scores sent to Polk State College.
- Check out dates for ACT or SAT testing in your area. ([More... 40](#))

How do I use placement scores taken at another college?

- Contact the test center where you took the test for instructions on ordering official scores.
- The placement score report has to be official.
- Test scores must be less than two years old.

How do I retake the placement test?

- Each attempt must be at least 30 days apart and before you begin developmental classes in the area you are retaking.
- You must demonstrate you have remediated, which means you have had some tutoring or special study to help you improve your scores.
- Students cannot retest if they have met a grade requirement in the subject area.

Do I have to pay for the placement test?

If you have applied to Polk State College or are a current student, then you do not have to pay for the test when using the scores for placement at Polk State College.

I forgot my testing ticket from my admission letter; what do I do?

Go to the Admission and Registrar's Office for a ticket or reprint your admission letter from any Student Services computer.

What do I do when I finish taking the placement test?

- Keep a copy of your test scores.
- Take orientation and see an advisor to register or have your questions answered.

How do I order test scores for ACT, SAT, and others? ([Go to page 40 for ordering details](#))



STEP 5: ATTEND ORIENTATION AND ADVISING

How do I register for classes?

Take orientation. If you are a first-time-in-college student, you must see an advisor to register, and take a pre-advising session. ([More...26](#))

Do I have to take orientation? If so, when is it?

- All new Polk State College students, including dual-enrolled students, must take orientation.
- Take placement tests before attending.
- Go online at [polk.edu/admission-aid/student orientation](http://polk.edu/admission-aid/student-orientation).
- You may come to any campus to take orientation during our open hours. ([See page 46](#))

SPECIAL NOTE:
Transients
do not take
orientation

What do I need for orientation or when I see an advisor?

You don't need to see an advisor before orientation (unless you need a retake testing ticket). You'll see or meet with an advisor after orientation. Have available for online orientation, any of the following that apply to you.

- Admission letter
- Admission Guide
- Placement test results
- Copy of all postsecondary transcripts
- List of questions

Do I have to make an appointment to see an advisor?

No appointment is necessary, however FTIC students are required to see an advisor and may do so at a time that is convenient for them. ([See page 26](#))

Before visiting an advisor, do the following:

- Log in to PASSPORT, print your degree audit, and bring it with you.
- At the advising office, sign in on a computerized wait list.
- Be prepared to wait, especially during peak registration periods.

If you are an online@polk student, meet with an advisor in a virtual office. Contact your advisor for an appointment. Advisors are assigned by your last name as follows:

A-M – onlineadvisinga@polk.edu

N-Z – onlineadvisingz@polk.edu

When is the last day I can register?

- Check the dates on the college calendar online at polk.edu.

The add deadline is **before** the class starts. You can add a class through online registration in any session of a term until 7:00 a.m. the first day of the term. To add a class that has not yet started after that, you must see an advisor. **Online and hybrid courses cannot be added after 7:00 a.m. on the first day of a session in a term.**

The drop deadline is generally one week from the first day of the session in a term.

I took orientation and want to register myself. What do I do?

If you are a first-time-in-college student you must see an advisor, and present your orientation completion certificate.

Returning and transferring students can register after orientation:

- Go to polk.edu
- Click on PASSPORT
- Enter your Student ID and PIN
- Check your degree audit; from the menu bar, click Advising>Display Degree Audit. Course requirements that are met have an (X) next to them. You can register for classes at any campus or center, but be aware of the driving distances between campuses.
- Select the Drop/Add classes icon under the Quick Links and register.

QUESTIONS & ANSWERS (CONTINUED)

BACHELOR STUDENTS

How do I apply for a Bachelor's degree?

Complete an online application, even if you have just finished your Associate degree at Polk State. Each of the Bachelor degrees has specific additional admission requirements. You can find details for each degree on the website at polk.edu/academics/degrees-and-certificates.

When you apply, you will be in the status of not admitted to program. This status will change to admitted when you meet all the admission requirements.

How do I know if I qualify for admission to a Bachelor's degree?

First, you must have an AA or AS degree or the equivalent to qualify. Some degrees such as Nursing require a specific AS degree. Other requirements that the degrees may have are higher GPA requirements and proof of license such as the Registered Nurse's license.

Can I earn more than one Bachelor's degree?

Yes. However, degrees that have specializations are not two degrees but two specializations under one degree. For example, the Bachelor of Applied Science in Supervision and Management is one degree with multiple specializations. You can opt to earn multiple specializations under one degree. But you could earn a second degree such as the Bachelor of Science in Elementary Education.

BOOKSTORE

I have a Pell grant to buy books. What do I do?

- Pell grant funds are placed in an account under your name and student ID at the Barnes & Noble bookstore on campus.
- The dates funds are available are listed in the college calendar at polk.edu.
- To purchase textbooks with Pell funds, you must have a photo ID with your name on it.
- When charging periods open, bring your course schedule to the bookstore.

Can I use my parent's credit card at the bookstore?

No, the person signing the credit card receipt must be the person named on the card.

What forms of payment are accepted?

- All major credit and debit cards are accepted.
- Personal checks are accepted with photo ID.
- The EagleChoice card is accepted after the funds have been released to the card. You will receive an e-mail from Polk State when these funds are released.
- Student financial aid.
- Barnes & Noble gift cards.

Do I need my schedule to buy or sell back books?

- Yes, bring your schedule with you to buy books. The reference number of your class is important as different professors may use different texts.
- To sell books back, all you need is a campus issued student ID or valid state-issued ID.
- We buy your books back no matter where you bought them! Sell your books back to the bookstore at the end of the term and get up to 50% cash back!

Can I buy my textbooks online?

- Financial aid covers the purchase of books online at polk.bncollege.com.
- Books can be shipped to your home or picked up at the bookstore.

I changed classes and already bought books for the classes I dropped. Can I get a refund?

- A full refund will be given in your original form of payment if textbooks are returned during the first week of class with the original receipt.
- In order to qualify for a refund, your books must be unopened and in the original packaging.
- With proof of a schedule change, and original receipt, a full refund will be given in your original form of payment during the first 30 days.

Can I rent textbooks?

Yes. Contact the bookstore for more information.
Winter Haven 863-299-3325 | Lakeland 863-665-8431

BUSINESS OFFICE

What is the cost to attend Polk State College?

The current tuition and fee rates can be found on the website at polk.edu, Admission and Aid page.

When is my tuition due and how do I pay?

- Payment due dates are listed in the Schedule section or in My Financial Summary in PASSPORT.
- You may pay online, in person, or by mail.

I dropped a class or classes. When will I get my refund?

- Refunds are processed within 21 business days of the first day of class.
- Refunds associated with the Tuition Payment Plan are disbursed within 45 business days after the first day of class.



BANKMOBILE AND THE REFUND SELECTION KIT

What are BankMobile and the BankMobile Vibe Card?

Polk State College uses the financial services of BankMobile to manage student refunds and financial aid. BankMobile Vibe is the debit card BankMobile issues to students to disperse funds. Your Refund Selection Kit and activation information will arrive by mail. You will then select a preference for how funds should be disbursed: onto the BankMobile debit card or by automatic deposit to an existing account.

I should have a refund or a financial aid disbursement. Where is it?

- Refunds/financial aid are electronically deposited to your BankMobile Vibe card or the account you designated via the Refund Selection Kit. If you paid by credit card, and the card is still valid, the refund will go back to that original form of payment.
- You can find your refund status by logging on to Passport under My Financials.

I did not receive a Refund Selection Kit. What do I do?

- Contact the Cashier's office by phone at 863-297-1000 ext. 6146 or ext. 5536 or by e-mail at lkcashier@polk.edu or whcashier@polk.edu.
- Include your student ID, your name, and your verified address and contact information in your e-mail.
- If appropriate, a new Refund Selection Kit will be ordered for you.
- The first Vibe card is free, but a replacement card will cost you \$10.00.

How long does it take to receive a Refund Selection Kit/BankMobile Vibe card?

- Most kits are received within 14 business days of the date it was requested.
- Most Vibe cards are received within 10 business days from selection date.

I am having trouble activating my Vibe card. What do I do?

- Go to eaglechoicecard.vibeaccount.com and click on the FAQ's link at the bottom of the page, or you can type in a question and search under FAQ's on the left side of the screen.

Do I need to have a BankMobile Vibe Card?

No. However you do have to choose to have funds either deposited into an existing bank account or sent to your active BankMobile Vibe Card.

TUITION PAYMENT PLAN

What is the Tuition Payment Plan?

- Polk State College uses the vendor NelNet Business Solutions to offer a tuition payment plan to students.
- NelNet sets the short enrollment period in which you may use the payment plan each term.
- The enrollment period dates can be found at polk.edu on the Tuition Payment Plan web page.
- The Tuition Payment Plan can cover tuition and fees, but it doesn't cover textbooks.

Can I enroll in the Tuition Payment Plan for FASTRACK classes?

Yes, if you enroll for your entire schedule in FASTRACK when the plan is open for enrollment.

I am enrolled in the Tuition Payment Plan, and I made a change to my schedule. What do I do?*

- Your plan balance will not automatically update if your financial aid is received or you drop or add classes.
- Review your agreement online at mypaymentplan.com.
- Contact NelNet to change your agreement at 800-609-8056.
- Have your agreement number ready when calling.
- Your agreement number is on the confirmation page you received when you signed up. NelNet also sent it to the e-mail address you gave them.

I am enrolled in the Tuition Payment Plan and dropped a class or classes. Where is my refund?

- NelNet refunds are made within 45 business days after the drop day of the term.
- Refunds are disbursed to your EagleChoice card or your designated account.

My financial aid has come in, but the Tuition Payment Plan is still taking payments out. What do I do?*

- When you receive your financial aid, contact NelNet at 1-800-609-8056 and let them know that you need to cancel your agreement.
- Have your agreement number when you call.
- Your agreement number is on the confirmation page you received when you signed up. NelNet also sent it to the e-mail address you gave them.

I can't pay 100% of my tuition. Can I make a partial payment to Polk State College?

No, we're unable to accept partial payments. Use the Tuition Payment Plan.

Can I get an extension on my fee payment due date?

No, Polk State College policy does not issue fee-payment extensions.

Steps to Enroll in the Tuition Payment Plan

- A. You must be enrolled in classes first.
- B. Log into PASSPORT.
- C. Click on Tuition Payment Plan from the My Financials menu or select Tuition Payment Plan when choosing a payment method.
- D. A new plan is required each term.
- E. The earlier you sign up the more options you have and the lower your enrollment fee and down payment.
- F. You cannot add existing Polk State debt to your plan.
- G. An active e-mail and a method of payment for your down payment are required.
- H. The enrollment fee is non-refundable.
- I. If payment and fees are not kept current, you may be dropped from your tuition payment plan and you will owe the entire tuition and fees to the College. You will receive a refund of all payments minus non-refundable fees from Nelnet within 45 days.

* Dates, deadlines, refunds, and cancellations are set by NelNet.

ENGLISH FOR ACADEMIC PURPOSES

If English is not my native language how can you help me with college?

Polk State offers support in English, to ensure that the lack of English language skills is not a barrier to admission and participation in any program or service at Polk State. You will take a LOEP test to evaluate your English language skills.

Polk State College offers classes in English for Academic Purposes (EAP) to help non-native speakers master the English language and continue to pursue their education. Our EAP program provides intensive practice in listening, pronunciation, reading, grammar, writing, and communications.

When you have completed the LOEP, you may visit an advisor for further information in registering for the EAP class indicated by your LOEP scores.

FIRST-TIME-IN-COLLEGE STUDENTS

What does First-Time-in College mean?

If this is your first semester to attend college after high school graduation, you are a first-time-in-college student. Your age or previous dual enrollment activity does not exclude you. You are a first-time-in-college student.

What do I do to enroll at Polk State?

You will follow the same admission steps as all students in the first pages of the GPS. You will register for a special group pre-advising session which offers you a deeper understanding of defining, planning, and progressing toward your educational goals. You will learn about academic advising and register for classes.

What is First-Year Seminar (FYE) and do I have to take it?

Yes, all first-time-in-college students must take it, even previously dual enrolled students. The First-Year Seminar is a class the advisor will help you register for. It offers creative ways to help first-time-in-college students acclimate to Polk State College, fully integrate into the campus community, and enjoy academic success.

What is the First Flight Student Convocation and Welcome Event?

Your first week of college should be a memorable one. To help you celebrate this milestone Polk State College hosts First Flight Student Convocation and a Welcome Event for the freshmen class. Together with your FYE Seminar leader and class you will attend an inspirational ceremony to mark the official launch of your college career. Students love convocation!



DISABILITY SERVICES

What is the ODS?

The Office of Disability Services (ODS) works with students who self-identify that they have a disability and who provide appropriate documentation supporting their claim. The ODS confirms the disability and determines appropriate accommodations for the student. The ODS also assists students and instructors in obtaining and providing reasonable accommodations.

What types of disabilities do you serve?

The ODS serves students with any disability that impacts a major life function. Some examples of common disabilities that Polk State College serves include, but are not limited to, the following: learning disabilities; attention deficit disorder; attention deficit hyperactivity disorder; autism or Asperger's syndrome; hearing impairments; visual impairments; physical disabilities; diseases such as cerebral palsy, heart disease, cancer, or diabetes; and mental illness such as depression, anxiety, schizophrenia, or bipolar disorder. To speak with a Disability Services advisor to learn more, contact 863-297-1000.

What is an accommodation?

An accommodation is something students with a disability are legally entitled to receive based on documentation. It helps them to succeed in the academic setting.

When should I self-identify with the ODS?

Students are encouraged to self-identify with the ODS as soon as they register at Polk State. Students may register with the ODS anytime during the semester; however, accommodations and services begin at the time the student is approved by the ODS.

What are examples of accommodations you provide?

Typical accommodations include, but are not limited to, priority registration, priority seating, instructor notes, note-taker services, readers, scribes, tutoring, alternate formats for printed materials, accessible classroom furniture, auxiliary aids and services, assistive-technology resources, extended testing time, distraction-reduced testing areas, and course substitution.

What documentation do I need to receive services?

In order to qualify for services, the ODS needs documentation from a qualified medical professional describing your disability, listing functional limitations, and giving recommended accommodations. Documentation should be current, within the past three years.

I am an online student. How do I register for accommodations?

Contact one of the Disability Services advisors at 863-297-1000. The advisor will then e-mail you a copy of the Disability Self-Disclosure form and tell you what documentation you will need to send in order to get approved for services. Once you have completed the Self-Disclosure form and provided the appropriate documentation, your advisor will send you a welcome letter and contact your instructors to let them know of your approved accommodations.

Is my documentation kept confidential?

Yes. Students sign a release of information so your ODS advisor can share information with your instructors regarding your accommodations. Your disability is not disclosed unless you give the ODS written permission.

QUESTIONS & ANSWERS (CONTINUED)

DISABILITY SERVICES (*Continued*)

How is obtaining services different from high school to college?

At the collegiate level, students are required to self-identify to the ODS and provide documentation of their disability. Any testing that needs to be done is not provided or paid for by the College.

Will I have to attend special classes?

No. You will attend the same classes as other Polk State students.

Can my parents call to see how I am doing?

In order for the ODS to give your parents any information regarding how you are doing at Polk State, you will need to sign a release form with their name(s) that gives the ODS permission to speak with them.

Will my instructors be notified of my disability?

No. All information is kept confidential unless you give the ODS written permission to release it. The accommodation letters that your instructors receive only state your name and the accommodations you are eligible to receive.

What do I do if I need a reader or a scribe for a test?

Tests with readers or scribes are taken in the TLCC. The ODS will arrange for a reader or scribe to be present, but the request must be made at least one week prior to the test.

What do I do if I want to take a test in the TLCC?

Please give the TLCC and your instructor at least one week's notice that you will be taking an exam there. The TLCC will arrange for your instructor to submit the test to the TLCC. The TLCC will require your license or Florida ID, and you will not be able to use your cell phone during the test.

If one of my accommodations is extended time, do I have to take my test in the TLCC?

Yes. Extended time extensions can only be used in the TLCC and in certain online class settings. If you choose to take your test in the classroom, you will not be allowed to use extended time and you will not be allowed to re-take the test using extended time.

How much extra time will I receive with extended time?

Extended time is one and a half times the normal time to take a test. If a reader or writer is needed, two times the normal time to take the test will be provided. Extended time is determined on a case by case basis depending on the documentation provided to the ODS.

What do I do if I have registered with the ODS, but my instructors say they have not received my accommodation letter?

Notify your ODS advisor immediately or the Coordinator of Disability Services.

If I decide not to use my accommodations for a test and I fail, can I re-take it with my accommodations?

No. The ODS recommends you always use your accommodations for all tests.

If I register with the ODS in the middle of the semester, will my instructors let me re-take tests I did poorly on earlier in the semester?

No. Accommodations go into effect on the date you are registered and approved by the ODS.

DISABILITY SERVICES (*Continued*)

Do I have to use my accommodations?

We encourage students to always use your accommodations. However, it is ultimately the student's choice to use them.

Can a teacher decide that I cannot have my approved accommodations?

No. Contact the ODS or the Coordinator of Disability Services immediately if this occurs.

I think I have a learning disability. Is there someone on campus who can test me?

Polk State does not conduct testing for learning disabilities, nor does the school pay for outside testing. Your ODS advisor can give you information as to where you can go in the community to be tested.

Will I receive the same accommodations as I did in high school?

Not necessarily. When you meet with your ODS advisor, you will discuss the accommodations you used in the past that helped you achieve success in the classroom. You and your advisor will determine what accommodations will best suit your academic needs.

What do I do if I am having a problem with an instructor who refuses to let me use my accommodations?

Contact your ODS advisor or the Coordinator of Disability Services immediately.





DUAL ENROLLMENT

What is a dual enrollment student?

The Dual Enrollment program allows academically-talented high school students to take college classes while still in secondary school, with free-to-the-student tuition and fees. It includes three categories of students:

Dual Enrollment:

- Has a 3.0 or higher unweighted GPA.
- In grades 6 through 12 and has earned 6 high school credits.
- Has met the minimum scores on a state-approved college placement test.

Early Admission:

- High school senior with a minimum 3.2 unweighted GPA who has earned a B or better in an Algebra II or higher math class.
- Has earned a minimum of 21 high school credits.
- Has passed all sections of a state-approved college placement test.
- Enrolls in 12-15 college credits for fall and spring of senior year.

Accelerated Program Students:

- Meets the criteria as an Early Admission student.
- In senior year of high school.
- Enrolls in no less than 15 college credits in an approved program which includes industry certification.

Go to the Dual Enrollment page at polk.edu for details and step-by-step instructions.

Where do I start?

Public School:

- Attend an Admission event on your high school campus to complete the application for admission online. Check with your guidance counselor for the date of the next event.
- Take a placement test. You may take one at your high school or on the college campus. Scores must be no older than two years.
- Take your placement results to your high school counselor who will approve courses you take.
- Take Polk State College's orientation. (*See page 21*)
- Use the school board's dual enrollment portal called DELTA to complete the approval process or complete the Dual Enrollment High School Approval form found on the Dual Enrollment page under Admission and Aid at polk.edu.
- Your high school counselor will complete the Counselor Section of the Approval form and obtain the principal's signature.
- Attend a registration event to register for classes or go to the College and register with an academic advisor. You must have your completed Dual Enrollment High School Approval form with all required signatures.

Florida Virtual School:

- Take a placement test. You may take one at your high school or on the college campus. Scores must be no older than two years. Submit your placement test scores to dualenrollment@polk.edu.
- Complete the Dual Enrollment High School Approval form. Have your FLVS counselor submit the form via email to dualenrollment@polk.edu. We will register you for the approved classes. In all communication to Polk State advising, put the following information in the subject line of the e-mail: *FLVS: Your Name*.

QUESTIONS & ANSWERS (CONTINUED)

Private School:

- Take a placement test. You may take one at your high school or on the college campus. Scores must be no older than two years
- Take your placement test scores to your high school counselor to select classes to be taken.
- Complete the Dual Enrollment High School Approval form.
- Bring the completed approval form to Polk State College and register with an academic advisor.

Home School:

- Take the placement test at any Polk State College campus or center. Scores must be no older than two years
- The parent responsible for your home education signs the Dual Enrollment High School Approval form.
- Visit a Polk State College Dual Enrollment Coordinator. Your parent and the Dual Enrollment Coordinator will work together with you to help you select classes that meet both high school and college requirements.

Am I required to take Orientation?

Dual enrollment students are required to attend the Orientation. You may attend online or at any campus.

How do I register for classes after my high school counselor approves them?

Register in person with a college advisor. You may not register or make schedule additions in PASSPORT. If you need to drop a class, you must complete the Student Request for Withdrawal form and bring it to your high school guidance counselor. Your class schedule will be available in PASSPORT.

After I register, what do I do?

Take your Polk State College class schedule back to your high school counselor. You may request an adjustment to your high school schedule at this time, if necessary, with your high school counselor.

How do I get my textbooks?

Public School:

Your high school is responsible for giving you instructions on how to purchase books. Do not purchase books at the bookstore unless you have been instructed to do so by your high school. See your high school counselor for details.

Private School and Home School:

Private and home school students are responsible for purchasing required textbooks and supplies.

EDUCATOR PREPARATION INSTITUTE (EPI)

Where do I get information about enrolling in the EPI program?

Visit the Educator Preparation Institute website at polk.edu/epi for information. Complete the Entrance Interview Questionnaire and submit it to the EPI office. You will receive a reply e-mail with several attached documents letting you know if you are accepted and how to start successfully.

I attended Polk State College in the past; do I need to apply again?

Yes, if it has been more than one year, update your information and change your program code to F9025. Go to www.polk.edu and click on the “Admission & Aid” link. Choose the “Apply Online” link, and you will see the Application login. If you attended Polk State in the past, choose the third box for Readmission. If you do not know your login or PIN, click the link at the bottom to retrieve this information. For further information on Admission, go to Step One in this guide.

I have a criminal history. Will this prevent me from being eligible to teach?

Call Polk County School Board’s Safe School Department at 863-534-9253 for assistance.

Who is my Polk State College advisor?

Contact the EPI office for advising assistance at 863-298-6870. Do not contact a Polk State College advisor.

I have completed my online application to Polk State College; now what?

Submit the Educator Preparation Program Entrance Interview Questionnaire to the EPI program. You will receive an e-mail from the EPI office giving you instructions for getting started. An admission letter from Student Services will be sent to the primary e-mail address you provided when you applied. You can also find this and all communication you receive from the College in PASSPORT.

Is there a mandatory New Student Orientation for EPI?

Yes, besides the PSC orientation you complete for the registrar, you will receive the Online New Student Orientation instructions from the Educator Preparation Institute office.

Am I eligible for financial aid?

Educator Preparation Institute teacher candidates are not eligible for financial aid.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

What is FERPA?

FERPA is a federal law that protects the student from disclosure of educationally-related information.

What does this mean for a parent or spouse?

The student must grant permission to a parent or spouse before college employees can share student information. Find out more about FERPA in the College catalog at polk.edu>Admission and Aid>College Catalog/Student Handbook.

INSTITUTIONAL E-MAIL (Allow 24 hours to activate.)

What is my Polk State College student e-mail address?

Your e-mail address is listed on your admission letter. You can also log in to PASSPORT to see your e-mail address.

How do I log in to my Polk State College student e-mail?

In PASSPORT, under QUICK LINKS. Click on My Polk Email. Your password is your Polk State College ID unless you changed it. You will find this in your admission letter and in PASSPORT. Type it in as follows:

- Capitalize first letter
- No dashes or spaces between letters
- Example: A10000202

Why can't I log in to my Polk State student e-mail?

- You are not entering your password correctly.
- You forgot your password. Click *forgot your password?* and follow reset steps.
- If users of your computer use another Microsoft e-mail address, select the link on the bottom left of the screen titled "Log in using a different e-mail address."
- The Student Help Desk number is 863-298-6839. Operating hours: (*See page 46*)

The Student Help Desk is closed during college holidays.

Don't share
log-in
information
with others.

My name has changed. How do I change my Polk State student e-mail address?

Complete a Vital Statistics Change form with proof of name change. (ie: copy of driver's license, marriage license) and submit to Admission and Registrar staff on any campus or e-mail signed form and proof to registrar@polk.edu.

QUESTIONS & ANSWERS (CONTINUED)

INTERNATIONAL STUDENTS

Who is an international student?

International students are individuals who hold an F-1 or M-1 Visa and enter the United States specifically for the purpose of obtaining an education.

What are the admission deadlines for international students?

Fall Semester: May 15

Spring Semester: October 15

Summer Semester: March 15

I applied online to Polk State College. What is next?

You must submit additional documents to the Admission and Registrar's Office. Print, complete, and mail documents and supporting information. Go to the International Student page at polk.edu for detailed instructions. E-mail registrar@polk.edu for additional help.

How do I get my foreign credentials evaluated?

All foreign high school and secondary school transcripts must be evaluated through our preferred provider, International Education Evaluations, Inc. ([website: foreigntranscripts.com](http://foreigntranscripts.com)) or a service approved by NACES such as Josef Silny and Associates ([website: jsilny.com](http://jsilny.com)).

HIGH SCHOOL TRANSCRIPTS: Request a document-by-document report to show that you meet the requirements of a US high school diploma translated to English.

COLLEGE-LEVEL TRANSCRIPTS: Request a course-by-course evaluation translated to English. The evaluation service will require an official transcript and exam results, so have your school send an official transcript directly to the evaluation company. The cost of evaluation is the student's responsibility.

How do I get an I-20 form?

1. Complete all of the admission requirements as outlined on the International Student webpage.
2. After you receive an acceptance letter with the I-20 form, go to fmjfee.com to pay the \$200.00 SEVIS fee.
(You must have a complete and accurate I-20 form to complete this step.)
3. Print the Form I-901 payment coupon or I-901 payment receipt when you complete the form online.

How do I know if I need to take English as a Second Language classes?

If you do not meet any of the English proficiency criteria below, you will be given the Levels of English Proficiency (LOEP) exam when you take your placement test. The LOEP will be used to place you in the appropriate level of English as a Second Language classes. Polk State's English as a Second Language program is English for Academic Purposes (EAP). The EAP program prepares students for college-level instruction in the English language. ([See page 26](#))

The most common ways to prove English proficiency:

- TOEFL scores of 61 by Internet or 500 by paper
- Completion of an English as a Second Language program
- English language affidavit
- Five years of education in English instruction; documentation required
- ACT compass and IELTS are also accepted. See assistant registrar for more information.

Can an international student be eligible for in-state fees?

No, students on F-1 or M-1 Visas are required to attend school full time (minimum of 12 credit hours per semester) and pay out-of-state tuition and fees during their entire enrollment at Polk State College.

MILITARY AND VETERANS

Is there a VA Representative at Polk State College?

Yes, the Veterans' Representative can meet you on the Lakeland or Winter Haven campuses. Call 863-297-1000 and ask for the Veterans' Representative. Visit Polk.edu/admission-aid/veteran-information.

SPECIAL NOTE:
Your DD214
will earn credit
in Wellness

How do I use GoArmyEd Tuition Assistance?

- Soldiers must request Tuition Assistance (TA) through www.GoArmyEd.com prior to the course start date.
- TA is requested on a course-by-course basis.
- GoArmyEd will notify the soldier whether the TA is approved or not. If the TA request is not approved, GoArmyEd will advise the soldier of the reason and next steps. GoArmyEd's phone number is 800-817-9990.
- All drops/withdrawals must take place through GoArmyEd. Soldiers who do not successfully complete a class will be required to repay the TA.
- The TA form should be printed and brought to the Accounts Receivable office on the Winter Haven campus or fax to them at 863-297-1084.

Special Note: Veterans deserve in-state tuition. See the Admission and Registrar's office to apply for in-state tuition **before** the drop deadline.

I am receiving VA benefits and I need to change my schedule; what do I do?

Keep your Polk State College Veterans' Representative informed of any and all changes in enrollment, course of study, and program objectives at all times. Drops, withdrawals, and changes in your program may affect your benefits and must be reported to the Veterans' Administration and Polk State's Veterans' Representative in Student Financial Services.

NON-DEGREE SEEKING STUDENTS

What is a non-degree seeking student?

A student who takes classes:

- for pleasure,
- to maintain or obtain certification, such as teacher certification,
- to meet admission requirements for a program at another institution or a limited admission program at Polk State.

Can a non-degree seeking student get financial aid?

You must be seeking a valid degree at Polk State College or be admitted to a limited admission program to get most forms of financial aid. Under some circumstances, loans may be available through the Financial Aid office to pay for prerequisites to a limited admission program. See the Student Financial Services office for more information.

Do I need to submit all of my transcripts to Polk State College and take orientation?

Yes. submit your official transcripts and take orientation.

How do I register?

Non-degree seeking students can register online through PASSPORT.

QUESTIONS & ANSWERS (CONTINUED)

ONLINE CLASSES

What is an online @Polk student?

If you are taking a program fully online, you are an online@Polk student. For more information about services and programs, visit polk.edu/online-polk-state.

What is an online class?

This type of class uses an online component instead of meeting in a traditional classroom. We use an online learning environment called PAL (Polk Access to Learning) hosted by D2L.

Important notes about online classes:

- Some classes are called hybrid. This means there are face-to-face meetings on campus in addition to the online component. Be sure you can attend.
- Some classes require testing on campus in the TLCC or approved testing center. Other classes offer remote proctoring at an additional expense. Be sure to read the syllabus before the first day of class. If the class requires on-campus testing but you can't come on campus, drop the course before the Drop deadline and speak to an advisor about other class options.

You can usually log in to an online class and view the syllabus six days before classes start. Be sure to log in no later than the first day of class.

Do I have to take exams at the campus listed on my schedule?

Some professors provide exams at multiple-campus locations, while others provide the exams only at the campus listed on your schedule. This information is on the course syllabus and varies by instructor.

Do I have to log in at a specific time for an online course?

Be sure to log in the first day of classes and complete the required online activity (i.e. introduction, discussion, quiz, and/or dropbox assignment) to avoid being dropped for non-attendance. You may log in any time of the day or night that is convenient. Once you've logged in, read your syllabus carefully and thoroughly for important dates and deadlines. Not all courses are the same; class schedules will vary.

Do I have to meet an attendance requirement for an online course?

Yes, just as face-to-face classes require attendance, there are required online activities that verify your attendance. You are required to upload assignments, post discussions, or e-mail the professor by stated deadlines. The syllabus explains the requirements for each course. You must read the syllabus carefully and perform required tasks by the professor's stated deadlines so you're not dropped from the course for non-attendance.

Guidelines for Students in the Online Environment

Review the guidelines for students in the online environment. The guidelines will outline the expectations and responsibilities of students utilizing distance learning tools. The guidelines can be found at this website: <http://www.polk.edu/distance-learning/student-guidelines/>

PAL

What is PAL?

PAL (Polk Access to Learning) provides access to online and hybrid courses and supplemental instructional materials. To learn more about PAL, view the PAL Student Orientation at polk.edu/distance-learning.

How do I log in to PAL?

Student Username: Polk State College e-mail address username.

- If your Polk State College e-mail address is jdoe@polk.edu, then your PAL username is jdoe.

Student Password: PASSPORT password.

- You may also log into PAL via PASSPORT. Click on the PAL quick link, and you will go directly to the PAL homepage.

What should I do if I have problems with PAL?

If you have trouble logging in to PAL, accessing your course(s), or need your password reset, call the Student Help Desk at 863-298-6839 during normal college operating hours:

- Monday - Thursday: 8:00 a.m. - 9:00 p.m.
- Friday: 8:00 a.m. - 4:00 p.m.
- Saturday: 9:00 a.m. - 1:00 p.m.

The Student Help Desk is closed during college holidays.

When is my PAL class available?

You may log in 6 days before class starts. Check your syllabus requirements, such as testing that may require a proctor.

PASSPORT

What is PASSPORT?

PASSPORT is the online student portal that gives you online access to your Polk State College information, including the following:

- Degree audit and educational plan
- Semester schedule
- Tuition/fee paying
- Unofficial transcripts
- Official transcript services
- 1098T
- Address, phone number, and personal e-mail changing
- Your class schedule

I don't remember my PASSPORT username or password.

Your username is your student ID (or your Social Security number).

- Use NO spaces or dashes with your ID (or your Social Security number).
- Example: Student ID: A10000202 SSN: 101000001
- Your default password is the MM/YY of your birth.
- Example: February 6, 1991 is 0291.

If your password does not work, use the reset option on the PASSPORT page or call 863-297-1000 and ask to reset your PASSPORT password.

What should I do if I have problems with PASSPORT?

Call 863-297-1000 during regular college operating hours. The Information Assistant will help you determine if it is a navigational, content, or technical issue.



QUESTIONS & ANSWERS (CONTINUED)

PROGRAMS OR DEGREES AT POLK STATE COLLEGE

Associate Degree in Liberal Arts (AA)

This program degree code is 11000. This degree is the gateway to most bachelor degrees. Once you begin your classes at Polk State College, you will be required to select a school you want to transfer to and a major you want to pursue at that school. You will see the requirements of the degree in PASSPORT under the Education Plan or Degree Audit link. This will show you what classes you need to take in your AA at Polk State College. A student earns only one AA degree. The AA degree has no majors.

Associate in Science Degree (AS)

These programs are designed for students who want to be employable with advanced industry or technical skills after two years of college. Students with an AS degree can transfer to a university for a four-year degree, but will have to meet some of the general education requirements that they didn't get as part of the AS degree.

Some AS degree programs have limited enrollment and have entrance requirements or exit tests. Many allow students, after completion, to sit for a state certification exam. Specific requirements for all of our AS degree programs can be found on our website under Academics or in the catalog under each program. Because AS degree requirements are so different, a student can have multiple AS degrees.

Bachelor

Polk State offers the Bachelor of Applied Science (BAS) and Bachelor of Science (BS) degrees. Applied science degrees have a technical component and are a good pathway for students with an AS or AA degree. The path to all Polk State bachelor degrees is the two-year degree first. In order to enroll in a bachelor degree at Polk State, you must first have earned an AA or an AS degree or equivalent, as our bachelor degrees are designed to build on these.

Students transferring to a university with the AA degree will have met the requirements for the transfer major of their choice if they followed the educational plan found in PASSPORT.

For information on certificates or advanced technology diplomas, visit polk.edu>academics.

For specific degrees and requirements of all Polk State College degrees, visit the catalog at polk.edu>admission & aid or <http://catalog.polk.edu/>. Additional information about programs and degrees is found on the Academics page of polk.edu.



**POLK
STATE
COLLEGE**

RESIDENCY FOR TUITION PURPOSES

I attended Polk State College in the past. Do I need to provide proof of residency again?

If it has been more than a year since you attended, you will need to provide proof of residency and reapply. You can do so by completing the reapplication section of the online application or by completing a residency affidavit found on the Admission and Registrar forms page at polk.edu.

Why does my admission letter call me an out-of-state resident?

When you completed your admission application, you probably provided documentation to prove your Florida residency. That documentation must be audited and verified by the College before your residency can be established. Auditing is done daily. You will be charged the out-of-state rate until your residency has been verified. Once this is done, your charges will be reduced to the in-state residency fee and your status changed to in-state. Verification may take up to five days. **The student is responsible for ensuring residency is met. Residency cannot be adjusted after the drop deadline.**

You may also complete a residency affidavit on the Admission and Registrar forms page at polk.edu. Bring the completed affidavit with supporting documents to the closest campus Admission and Registrar's office or fax the affidavit and documents to 863-297-1023. The documentation must be legible.

Residency must be completed by the Drop deadline of your first class. Residency cannot be changed after that until the next term.

I need to bring in my proof of Florida residency; do my parents need to be present?

Parents or guardians do not need to be present when submitting residency documentation in person. The parent's signature is required on the residency affidavit.



QUESTIONS & ANSWERS (CONTINUED)

RESIDENCY FOR TUITION PURPOSES (*Continued*)

Where do I learn more about residency?

See guidelines for residency at floridashine.org. Select **Go to College** and **Pay for College**. Polk State College's residency declaration tells you exactly what you need to prove your residency.

I need more information on documents that I can use to establish residency.

Complete the residency declaration. The Admission and Registrar's office will use this document to assist you in overcoming challenges to establishing residency.

Where is the residency declaration?

You can get a residency declaration from any of our Admission and Registrar offices. You may also download a declaration from the Admission and Registrar forms page at polk.edu.

STUDENT ID

Student IDs are available through Student Services Advising offices, TLCC, or the S.A.L.O. office on each campus and in the administration office at the JDA-Lake Wales center. See [page 46](#) for contact information. ID's are required for all on-campus students. Replacement ID's are \$5.00.

TEST SCORE REPORTS

What are Polk State College's Test ID and FICE Codes?

- Polk State College FICE code is 001514.
- AP, CLEP, SAT, and TOEFL: collegeboard.org. Polk State's score report code is 5548.
- ACT: actstudent.org. The ACT Score report code is 0757.

How are credits applied and granted for credit-by-exam?

Polk State College uses state standards for granting credit found at fldoe.org. Search for Credit-by Exam Equivalencies. Once the transcript arrives, credits are posted within six weeks.

How do I Request Official Test Score Reports?

Polk State College requires official test score reports be sent directly from the testing service in order to post the scores to your academic transcript.

Have score reports sent directly to: Polk State College; 999 Avenue H, Northeast; Winter Haven, FL 33881-4299.

The following is a list of providers to help you obtain official scores:

American College Testing (ACT)

Student Service Score Reports, P. O. Box 451, Iowa City, IA 52243

Phone: 319-337-1313

Polk State Testing Center Code: 00757

Send check or money order to the ACT address above.

Website: actstudent.org - web account/review/request or print form

Fees: All fees are per test date per report.

Standard Shipping: \$12.00 2-3 weeks to process

Priority Service: \$16.50 3-4 business days to process after receipt of request

Archive Service: \$22.00 per order if exam was taken more than 2 years ago

Telephone request: An additional \$14.50 for telephone request for priority

TEST SCORE REPORTS (*Continued*)

Advanced Placement (AP)

Advanced Placement Program - ETS

P.O. Box 6671, Princeton, NJ 08541-6671

Phone: 609-771-7300 Fax: 610-290-8979 Toll free: 888-225-5427 (US and Canada)

Request scores by phone: 888-308-0013

M-F 8 a.m. - 4:45 p.m. Eastern Time

Sat. 9 a.m. - 4:45 p.m. - Automated Service

PSC Code: 5548

Send check or money order to the AP address above.

E-mail: apexam@info.collegeboard.org or for students: apstudents@info.collegeboard.org

Website: collegeboard.org/apstudentscores

For Written/Automated/Assistance requests, provide the following: Full name at time of testing/time of test/date of birth/social security number/year tested/subject(s)/day phone number/home address as verification/name and address of where to send score (see Polk State address above).

Fees:

Regular Service: \$15.00 7-14 business days to process

Rush Service: \$25.00 5-9 business days to process

Archived Service: \$15.00 per score report if taken within last four years; \$25.00 if taken more than four years ago

College Level Examination Program (CLEP)

College Level Exam Program - ETS

P.O. Box 6600, Princeton, NJ 08541-6600

Phone: 609-771-7865 or 800-257-9558

M-F 8 a.m. - 4:45 p.m. Eastern Time

Sat. 9 a.m. - 4:45 p.m. - Automated Service

PSC Code: 5548

Send check or money order to the CLEP address above.

Website: collegeboard.org/clep

For Written/Automated/Assistance requests, provide the following: Full name at time of testing/time of test/date of birth/social security number/year tested/subject(s)/day phone number/home address as verification/name and address of where to send score (see Polk State address above).

Fees: Regular: \$20.00 5 business days to process

International Baccalaureate (IB)

IB Global

7501 Wisconsin Ave., Suite 200 W., Bethesda, MD 20814

Phone: 301-202-3025

Requests are free until September 15 of the year of high school graduation. After one year, the cost is \$17.00 per transcript. Allow 14 business days for processing.

Request must be submitted on the order form available online at ibo.org.

QUESTIONS & ANSWERS (CONTINUED)

TEST SCORE REPORTS (*Continued*)

Scholastic Aptitude Testing (SAT I and SAT II)

Scholastic Aptitude Testing - ETS

P.O. Box 6200, Princeton, NJ 08541-6200

Phone: 888-756-7346

Outside US: 212-713-7789

TTY: 609-882-4118 PSC Code: 5548

Send check or money order to the SAT address above.

ACTIVE SCORES: Most recent scores within one year. **ARCHIVED SCORES:** Scores of more than one year.

ACTIVE SCORES/ARCHIVED: An “**Additional Score Report**” order form available online at collegeboard.org is the preferred method for written requests.

If not available, written requests must include: name and address at time of testing/current address/date of birth/social security number/test date/registration number/name and address of where to send score (see Polk State address above).

Fees:

Regular Service: \$11.25 per score report

1-2 weeks to process electronically

2-4 weeks to process paper/disk

Rush Service: additional \$31.00

2-5 business days plus college's processing time

Archived: \$31.00 per search plus a fee of \$11.25

2-4 weeks processing time for scores older than 2002

Online and Phone Information: order, access, or create a free account at collegeboard.org/satscores.

Test of English as Foreign Language (TOEFL)

TOEFL - Regular Service

P.O. Box 6153, Princeton, NJ 08541-6153

Phone: 609-771-7100 TYY: 609-771-7780

Fax: 609-771-7500 TYY Fax: 866-387-8602

M-F 8 a.m. - 7:45 p.m. Eastern Time

Sat 9 a.m. - 4:45 p.m. - Automated Service

PSC Code: 5548

Scores are valid for 2 years. Send check in US dollars drawn on US bank to address above, payable to TOEFL. You may also pay by international money order, UNESCO coupons, international postal reply coupons, or credit cards. Card number, name as it appears on card, and expiration date must be provided.

Request in writing must include: Score report request form (Appendix E: page 2 of TOEFL bulletin or bottom half of student score report).

If not available, letter must include: name/registration number/date of birth/test center number and test date/ name and address of where to send score report.

Fee: Regular: \$17.00 per score report. Mailed in 2 weeks. Mailed in 4-6 weeks outside of the US.

TRANSFER STUDENTS

Do you need ALL of my past postsecondary transcripts?

Yes, regardless of age or accreditation, we need copies of transcripts from all previously attended institutions. They are needed six weeks before classes start so that we have time to evaluate them.

I owe a past school, so they will not release my transcript. What does this mean for me at Polk State College?

Polk State College requires all transcripts. You may attend one term while records are being sent and/or evaluated. But you won't be able to register for subsequent terms if we don't have your complete record, and you won't be able to request a Polk State College transcript to be sent elsewhere. For more information, contact the Registrar at registrar@polk.edu.

I am transferring, but my transcripts won't arrive in time for me to register. What do I do?

Bring unofficial copies of your transcripts to each advising session or to any other appointment you have at Polk State College. Be aware that Federal Aid will not cover fees until official transcripts are received. See Step Two: Submit Official Transcripts for more information.

Does my transfer record count in my Polk State College GPA?

Any graded work transferred in will count in the Polk State College cumulative GPA. Polk State College Standards of Academic Progress will apply.

How many credits can I transfer to get a degree?

You must take 25% of your degree program at Polk State College. In addition, bachelor students must take 25% of upper-division courses at Polk State. You may transfer all valid credits that meet a requirement.

INCOMING TRANSIENT STUDENTS

What is a transient student?

A transient student is seeking a degree at a home institution but wants to take a course at Polk State College to transfer back. The student is not intending to get a degree at Polk State College. A transient form is required for every semester.

How do I apply as a transient to Polk State College?

My home school is a Florida state institution:

The Floridashine.org electronic transient form serves as your application for admission. You do not need to complete an online application for Polk State College. This service allows your home institution to approve your course and electronically notify approval to Polk State College's Admission and Registrar's office. We process electronic notifications within five days after we're notified. Log in to PASSPORT to register for the class.

Pay for your tuition and fees up-front by the posted deadline. If you receive financial aid from your home institution, Polk State Student Financial Services will send notification, and you will be reimbursed accordingly by your home institution.

My home school is a private or out-of-state institution:

If your home institution is not participating in the electronic exchange of transient information through Florida Shine, your home institution will provide you a transient approval form or letter.

- Complete an online application to Polk State College as a transient student.
- Submit the transient letter or form provided to you by your home institution to the Admission and Registrar's Office on any of our campuses. Faxes are accepted. ([See page 46](#))

For students in private institutions that are not participating in the electronic exchange of transient information, a paper approval form is submitted to Student Financial Services, which will be completed and sent to your home school after the drop deadline.

It is the student's responsibility to order a transcript after grades are posted. Transcript requests are \$5.00, ordered through PASSPORT.



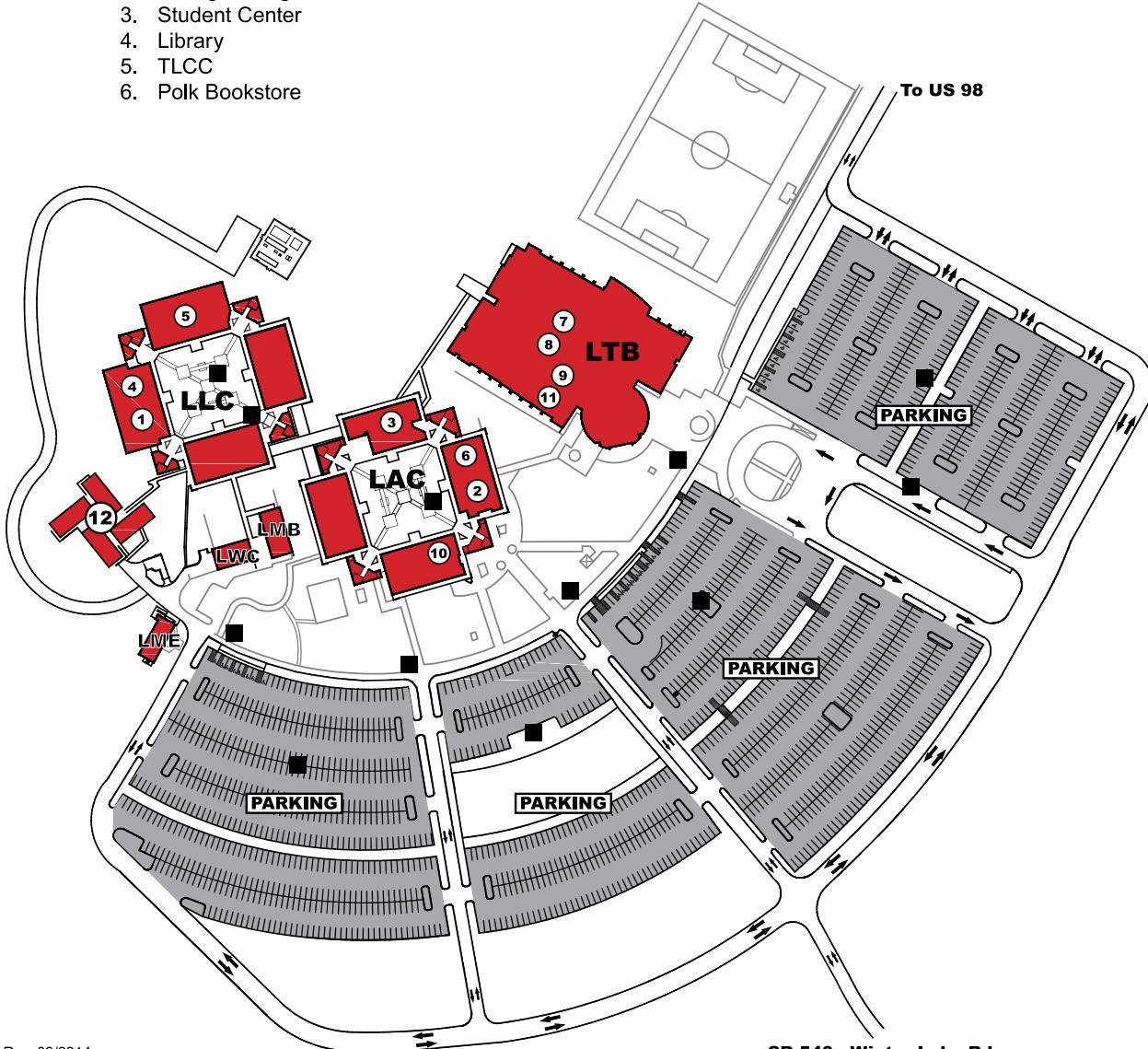
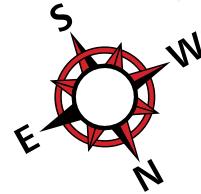
DIRECTORY

LTB Technology Building
LAC Academic Center
LLC Learning Center
LMB Security/Receiving
LWC Wellness Center
LME Modular Building E/
Facilities

7. Polk Student Services
8. FPU Student Services
9. FPU Administration
10. FPU Academic Affairs
11. FPU Learning Commons
12. Modular Buildings
A, B, C & D

1. Polk Academic Affairs
2. Collegiate High School
3. Student Center
4. Library
5. TLCC
6. Polk Bookstore

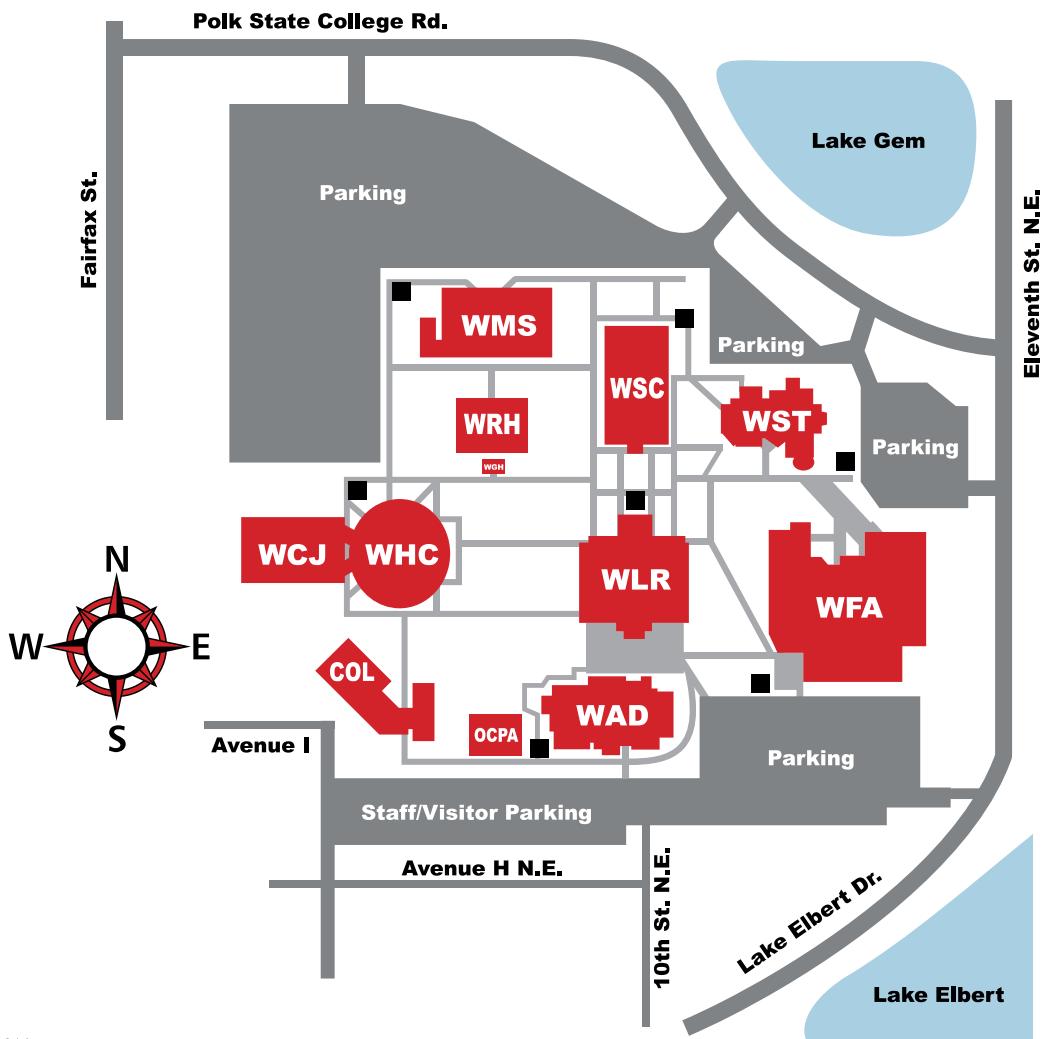
■ Emergency Call Station





DIRECTORY

WAD	Administration Building Student Services / Financial Aid	WST	Student Center Cafeteria / Bookstore
WFA	Fine Arts Complex Theatre / Gallery	WSC	Science & Math Building
WGH	Green House	WRH	Rehabilitative Health Building
WHC	Health Center / GYM	COL	Chain of Lakes H.S. Complex
WCJ	Criminal Justice	OCPA	Office of Communications & Public Affairs
WLR	Learning Resources Library / TLCC		■ Emergency Call Station
WMS	Multi-Services Building Security / Receiving		



HELPFUL INFORMATION

Campuses:

Center for Public Safety

1251 Jim Keene Blvd., Winter Haven, FL 33880

Clear Springs Advanced Technology Center

310 Technology Drive, Bartow, Florida 33830

JD Alexander Center

152 E. Central Avenue, Lake Wales, FL 33853
863-298-6830

Polk State Lake Wales Arts Center

1099 State Road 60, Lake Wales, FL 33853
863-298-6883

Lakeland Campus

3425 Winter Lake Road, Lakeland, Florida 33803
863-669-2339

Airside Center

3515 Aviation Drive, Lakeland, Florida 33811

Winter Haven (main address)

999 Avenue H NE, Winter Haven, Florida 33881
863-297-1016

Maps are available at polk.edu.

Go to Business and Community>Maps.

Hours:

Advising, Registration

M-TH 8:00 a.m. - 7:00 p.m.

F 8:00 a.m. - 5:00 p.m.

SAT 9:00 a.m. - 1:00 p.m. (Lakeland and Winter Haven
June, July & August)

Cashier, Financial Aid

Payments are accepted online 24/7 through PASSPORT.

M-TH 8:00 a.m. - 7:00 p.m.

F 8:00 a.m. - 5:00 p.m.

Testing Centers / Placement Info

WINTER HAVEN

TLCC

M-TH 7:30 a.m. - 9:00 p.m. (Testing open 8:00 a.m. - 6:30 p.m.)

F 7:30 a.m. - 4:00 p.m. (Testing open 8:00 a.m. - 1:30 p.m.)

SAT 9:00 a.m. - 1:00 p.m. (Testing open 9:00 a.m. - 10:30 a.m.)

LAKELAND

TLCC

M-TH 7:00 a.m. - 9:00 p.m. (Testing open 2:30 p.m. - 6:30 p.m.)

F **no testing**

SAT 9:00 a.m. - 1:00 p.m. (Testing open 9:00 a.m. - 10:30 a.m.)

STUDENT SERVICES (LTB 1301)

M-TH 8:00 a.m. - 2:30 p.m.

F 8:00 a.m. - 1:30 p.m.

LAKE WALES

Student Success Center

M-TH 8:00 a.m. - 7:00 p.m. (Testing open 8:00 a.m. - 4:00 p.m.)

F 8:00 a.m. - 5:00 p.m. (Testing by appointment only)

SAT 9:00 a.m. - 1:00 p.m. (Testing open 9:00 a.m. - 10:30 a.m.)

Contacts:

Preferred method of contact is e-mail.

Advising: advising@polk.edu

Admission: registrar@polk.edu

Registration: registrar@polk.edu

Transcript Ordering: transcripts@polk.edu

Transient: registrar@polk.edu

Dual Enrollment:.. dualenrollment@polk.edu

Financial Aid:..... financialaid@polk.edu

Bookstore

Open during winter break.

M-TH 7:45 a.m. - 6:30 p.m.

F 7:45 a.m. - 1:00 p.m.

*Extended hours the week before classes start:

M-TH 7:30 a.m. - 7:30 p.m.

FRI 7:30 a.m. - 6:00 p.m.

Student Help Desk Hours

(Phone: 863-298-6839)

M-TH 7:00 a.m. - 9:00 p.m.

F 7:00 a.m. - 5:00 p.m.

SAT 9:00 a.m. - 1:00 p.m.

PAL is Polk State College's online learning management system professors use to supplement face-to-face classes or for classes with an online component.

Phone Numbers

Admission and Registrar's Office,

Advising 863-297-1000

Financial Aid (all campuses) 863-297-1004

Bookstore

Winter Haven 863-299-3325

Lakeland 863-665-8431

Help Center & Counseling

Winter Haven 863-292-3759

Lakeland 863-669-2309

Security 863-297-1059

Disability Advisors

Lakeland 863-669-2309

Winter Haven 863-292-3759

Collegiate High School -

Lakeland 863-669-2944

Chain of Lakes High School -

Winter Haven 863-298-6801

Gateway to College

High School 863-669-2944

Fax Numbers Admission and Financial Aid

Admission/Registrar 863-297-1023

Financial Aid 863-298-6850

Advising Winter Haven 863-297-1060

Advising Lakeland 863-297-1006

Student IDs

Visit the SALO offices or contact

Winter Haven - WST37 863-298-6819

Lakeland - LAC1239 863-669-4934

JD Alexander - Room 108 863-298-6830

A photo is required to obtain a student ID.

Choosing English and Mathematics

This worksheet is designed for use during orientation. The instructions assume you have been in or are currently in orientation. Using your recommended courses from orientation, mark the course and delivery method that best fits your learning style. All classes are taught face-to-face. Most of the second level classes also have an online option. Register for your selected course(s).

Choose a test ACT SAT PERT

My Test scores Mathematics Reading Writing CLM

<input checked="" type="checkbox"/>	Course # and Name	Delivery Description	Credits
	REA 0007	<ul style="list-style-type: none"> Two 8-week sessions in fall and spring or two 6-week sessions in summer Face-to-face Instructor delivers course material 	3
	REA 0017	<ul style="list-style-type: none"> Two 8-week sessions in fall and spring or two 6-week sessions in summer Face-to-face Instructor delivers course material 	3
	ENC 0015	<ul style="list-style-type: none"> Two 8-week sessions in fall and spring or two 6-week sessions in summer Face-to-face Instructor delivers course material 	3
	ENC 0025	<ul style="list-style-type: none"> Two 8-week sessions in fall and spring or two 6-week sessions in summer Face-to-face Instructor delivers course material 	3
	ENC 0017	<ul style="list-style-type: none"> Two 8-week sessions in fall and spring or two 6-week sessions in summer Combines English language skills or reading into one class Instructor delivers course material 	3
	ENC 0027	<ul style="list-style-type: none"> Two 8-week sessions in fall and spring or two 6-week sessions in summer Combines English language skills or reading into one class Instructor delivers course material 	3
	MAT 0018	<ul style="list-style-type: none"> Two 8-week sessions in fall and spring or two 6-week sessions in summer. Also available in 12-week sessions. Face-to-face Instructor delivers course material 	3
	MAT 0028	<ul style="list-style-type: none"> Two 8-week sessions in fall and spring or two 6-week sessions in summer. Also available in 12-week sessions. Face-to-face Instructor delivers course material 	3
	MAT 0057	<ul style="list-style-type: none"> Self-paced computer modules Instructor available for help Diagnostic used to start you in the right place 1 Credit modules. Complete all 3 to be ready for MAT1033 	3
	SLS 1101	<ul style="list-style-type: none"> If you take two or more classes on the above list, register for this class. 	3
	College Level	<ul style="list-style-type: none"> Your recommended courses start with a “1” or “2” and are college level. Register for classes in one of the following time frames: 16 weeks, 12 weeks, 8 weeks (FASTRACK), 6 weeks (summer). 	3-5



**POLK
STATE
COLLEGE**

polk.edu

**News, Events,
Student & Alumni Profiles,
and More!**