

POLK STATE

COLLEGE

JUNE 2011 EDITION

ADMISSIONS GUIDE

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

Campuses:

Winter Haven campus is located at 999 Avenue H NE

Lakeland campus is located at 3425 Winter Lake Rd.

Lake Wales center is located at 152 E. Central Ave.

Lakeland Airside center is located at 3515 Aviation Drive behind Geico off W. Pipkin Rd.

Maps are available at www.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	8:00 a.m. - 1:00 p.m. (Lakeland and Winter Haven)
SAT	9:00 a.m. - 1:00 p.m. (Lake Wales)

Cashier, Financial Aid:

Payments are accepted 24/7 through Passport

M-TH	8:00 a.m. - 7:00 p.m.
F	8:00 a.m. - 5:00 p.m.

TLCC (The Testing Center):

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

Student Success Center (Lake Wales Testing Center):

M -TH	8:00 a.m. - 7:00 p.m. (Testing open 8:00 a.m. - 4:30 p.m.)
F	8:00 a.m. - 5:00 p.m. (Testing open 8:00 a.m. - 1:30 p.m.)
SAT	9:00 a.m. - 12:00 p.m. (Testing open 9:00 a.m. - 9:30 a.m.)

Bookstore:

Expanded hours the week before classes start. Open during winter break.

M -TH	7:45 a.m. - 6:30 p.m.
F	7:45 a.m. - 1:00 p.m.

PAL Student Help Desk Hours:

M -TH	8:00 a.m. - 9:00 p.m.
F	8:00 a.m. - 5:00 p.m.
SAT	9:00 a.m. - 1:00 p.m.

PAL is the learning management system Polk State College professors use to supplement face-to-face classes or for classes with an online component. You will learn more about PAL in Orientation. If you are having trouble logging in to PAL, accessing your course(s) in PAL, or need your password reset, call the PAL Student Help Desk at 863-298-6839.

Phone Numbers:

Admission and Registrar's Office, Advising, Financial Aid (All campuses): 863-297-1000

Bookstore: 863-299-3325

FAX NUMBER FOR ADMISSION and FINANCIAL AID

Admission and Registrar's Office, Advising, Financial Aid: 863-297-1023

1. Gather your information:

1. Primary e-mail address _____
2. Residency information:

(If you write this information, be sure to shred when done.)

 - a. Yours or your parent’s driver’s license _____
 - b. Yours or your parent’s voter card number _____
 - c. Yours or your parent’s vehicle registration _____
3. Know the term you plan to start. See www.polk.edu Calendar>Academic Calendar for terms and dates.
4. Know 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.)
6. Contact information.
7. Citizenship information.
8. Immigration information if you are not a U.S. citizen.
9. Military 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 on at www.polk.edu Degrees and Programs.
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.
14. Information for residency. (Go to Residency FAQ for more information.)

2. Submit your application*

1. Go to www.polk.edu
2. Click Apply Online from the home page.
3. Read the instructions before you begin.

*Special Instructions for the following student types:

Returning Student

1. If you attended Polk State College in the past and it has been more than one year, complete an application online using the Readmit section. You will receive an admission letter in your primary e-mail address and your new institutional e-mail address when you complete the application. It is important to read it thoroughly.

Go to the FAQ section for the following:

1. Transfer Students
2. Transient Student
3. International Students
4. Dual Enrolled and Early Admission
5. Non-degree Seeking Students
6. Educator Preparation Institute Student
7. English as a Second Language Student

I completed my online application, now what?

Polk State College is an open-enrollment college. As long as you complete the admission requirements, you are accepted. An admission letter will be sent to your my.polk.edu e-mail address and the primary e-mail address you entered when you applied. You can also find this and all communication you receive from the College in PASSPORT, our online student portal.

This admission letter will tell you what to do next in the application process. Print your admission letter. Placement testing is usually your next step. The admission letter has a placement ticket at the end. See Step 3 - Testing and Placement for more information.

FAQs

I cannot attend my assigned Orientation. What do I do?

Call 863-297-1000 and ask to be rescheduled for Orientation.

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

Your application is to Polk State College. You can take classes at any of our campuses or centers.

I am having technical difficulties completing my application.

You can call for assistance at 863-297-1000. We will help you determine the problem.

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

If you have a criminal history, please make an appointment with the Student Services Dean on your campus. Call 863-297-1000 and ask for the Student Services Dean. It is important for you to initiate this meeting.

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. Go to Future Students>Admission>Admission and Registrar Forms.

What is an official transcript?

An official transcript is one sent directly from the sending institution to the receiver and is unopened and sealed. The intended receiver is the only one who should open the envelope. If you hand carry an official transcript from an institution, Polk State College will not accept it if you open it.

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

Each high school or college has its own transcript ordering procedure. You must contact the school you previously attended and request a transcript be sent to Polk State College. Transcripts from Florida high schools, colleges, and universities are sent through an electronic transmission service. Polk State College also accepts the following:

- Secure PDF - send to transcripts@polk.edu
- Mail - send to the college's address (see Important Facts section)

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. But if you miss this deadline, you may still apply to Polk State College. Bring unofficial transcripts with you for any visits to Polk State College.

High School

If you attended a Florida public high school, we will request your transcript for you. But, it is your responsibility to check PASSPORT two - three weeks after you have applied to ensure that it has arrived and to contact your high school if it has not. Your high school graduation must be posted to satisfy this requirement.

What do home schoolers submit?

The home-school teacher, usually the parent, must submit a signed and notarized affidavit and provide a transcript of courses and grades. This affidavit can be downloaded at www.polk.edu Future Student>Admission>Admission and Registrar Forms. There are services available to assist the home-school parent in creating a transcript. If you need a referral, contact registrar@polk.edu and ask for a home-school transcript consultant referral.

How do I get a transcript for my GED?

Go to www.polk.edu Admission>Admission and Registrar Forms to download a form used by the state of Florida to request your GED. You may contact the state at 850-245-0449. If your GED is out-of-state, contact your state's Department of Education.

Will you accept my high school diploma?

If you graduated from a public high school in any state your diploma is accepted. If you took the GED from any state's public school system or school system's testing provider, your diploma will be accepted.

If you attended a private high school, the following information is used to approve or deny your institution. Be aware that acceptance of the high school diploma for

admission purposes does not necessarily mean acceptance for athletic purposes. The student is responsible for supplying documentation from his or her high school. The institution:

- a. Is accredited by an acceptable accrediting body.
- b. Is a face-to-face/online school in which you attended classes during a term.
- c. Has teachers who are qualified or have appropriate backgrounds.
- d. Has course descriptions, grading scale, master schedule and academic calendar.

Your high school diploma ***will not be accepted*** if:

- a. You paid a fee and received a diploma.
- b. You paid a fee and took an exam and received a diploma.
- c. You paid a fee, received test study guides, took an exam and received a diploma.

If your diploma was earned in cooperation with your high school through Stepping Stones in Hillsborough County or Penn Foster through Polk County schools it will be accepted.

How do I know if Polk State College has received my transcripts?

Go online to www.polk.edu. Log in to PASSPORT. Select Records> Display Transcripts Received. Each received transcript will show the date received and the date evaluated. It takes several weeks to evaluate all the transcripts received at the beginning of each term. 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 help you register for your first term at Polk State College. Bring this with you to Orientation.

My transcripts have not arrived. What do I do?

If you ordered a transcript more than two weeks ago and it does not 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 students from registering for a second term at Polk State College and remains on a student record until transcripts are received. When your transcript arrives, the hold will be removed. You will not be able to register for subsequent terms until your transcript arrives.

Do I have to provide all postsecondary transcripts?

Some are really old or not regionally accredited.

All transcripts from postsecondary institutions that offer college credit are required, regardless of age or accreditation.

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 will be completed before the first day of the term. If you submit them later than that, your evaluations will be completed prior to the next registration period. We evaluate transcripts on a first-come-first-served basis. Military transcripts and credits earned through non-traditional sources may take longer to be evaluated.

What do I need to do to take the placement test?

1. Complete an admission application online. You will receive an admission letter with valuable information about your admission process. There is a testing ticket at the end of the admission letter, so print the letter for your use.
2. Come to Lakeland, Winter Haven, or JDA-Lake Wales campuses during testing hours and present your testing ticket in the Testing Center.
3. You must bring a photo ID when you take the test.
4. You cannot have a cell phone with you in the testing room.
5. Everything you need to take the test will be provided (paper, pencil, and calculator).

Where is the testing center on campus?

The Winter Haven Testing Center is located on the second floor of the WLR building and is called the TLCC. The Lakeland testing centers are located in the Student Services offices in the LTB building and in the LLC building, first floor in the TLCC. The Lake Wales Testing Center is in the Success Center in the back of the building.

How do I know if I have to take a placement test?

If you fit into one of the categories below, you do not need to take the placement test. Otherwise, you do need to take the placement test. All test scores must be from within the last two years.

1. You are a high school graduate and your ACT and SAT scores meet the college-level cutoff. Order official copies to be sent directly to the College.
 - a. ACT Reading - 18 ACT English - 17 ACT Math - 19
 - b. SAT Verbal - 440 SAT Math - 460
2. You are a high school graduate and you successfully completed one or more college-readiness courses in math and reading as part of your high school curriculum.
3. You are a transfer student who has completed all of your college-prep courses or at least one college-level English and one college-level math with a 2.00 GPA in each class. Bring your unofficial transcript to Orientation.
4. You are a high school graduate or transfer student and have CPT or P.E.R.T. placement scores that are less than two years old. Provide official copies to the Admission and Registrar's office before Orientation and bring these scores with you when you attend Orientation.

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

You may use unofficial copies of test scores your first term. Take them with you to Orientation. You will have a hold on your record, and you will not be able to register for subsequent terms until official test scores arrive at Polk State College.

How do I get my official ACT or SAT test scores to the College?

Order test scores from the following sites. Polk State College FICE code is 001514.

1. AP, CLEP, SAT, and TOEFL: www.collegeboard.com.
The College Board Identification number for Polk State is 5548.
2. ACT: www.actstudent.org.
The ACT identification number for Polk State is 007570.

Can I use placement scores taken at another college?

CPT or P.E.R.T.

Contact the test center or college where you took these exams for instructions on ordering official scores. The placement score report has to be original. It has to be within the two year period.

Can I retake the placement test?

You are permitted a maximum of three attempts within a two year period. Each attempt must be at least 30 days apart. You must see an advisor to know which portions of the test you may retake and to obtain a retake testing ticket.

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.

I forgot my testing ticket from my Admission Letter, what do I do?

Go to the Admission and Registrar's office to get a placement test ticket or reprint your Admission letter from a Student Services computer.

APPLICATION FOR FINANCIAL AID

How do I complete the FAFSA?

1. Gather your information.
 - a. Previous year's tax return and current year if completed
 - b. Your parent's information if you are dependent on them
 - c. School Code for Polk State College - 001514
2. Go to www.fafsa.ed.gov to complete the application.
3. Go to www.fafsa.ed.gov to learn more about applying for Pell Grants and financial aid and the Pell Grant.

What happens after I apply? How long will it take to get the funds?

As soon as you apply, you will receive a Student Aid Report from the federal government. It tells you if you are eligible, and it tells you to call Polk State College for more information. But Wait before you call! It takes about 4 weeks to receive your information from the federal government and process it. Watch your institutional e-mail address for your award letter. It will tell you the next step.

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

If classes start in less than 4 weeks, be prepared to pay for your tuition, fees, and books out-of-pocket. We recommend you consider the Tuition Payment Plan. When your aid has been processed, you will be reimbursed for your expenses that your award covers, and you can adjust your Tuition Payment Plan. See the Business Services FAQ for more information.

The FAFSA asks for my parents' information, but I am on my own. What do I do?

If you are over age 24, or under age 24 and married, a Veteran of the armed forces, an orphan or ward of the court, or if you have dependents of your own that you support, you will not need to report your parents' information. If you ordinarily would need to report parent information, but are unable to do so because of an unusual situation, you should meet with a Financial Aid assistant to discuss your situation and inquire about your options. You may be asked to document your situation in writing.

If you are in one of these categories and need help, contact Financial Aid for an appointment by e-mailing financialaid@polk.edu and someone will contact you to make an appointment within one business day.

The FAFSA is based on last year's income, but I have drastically different financial circumstances this year. Do I have any options for having this considered?

If you or your parents have experienced a significant decrease in income, or have paid unusually large medical expenses this year, you should meet with a Financial Aid assistant to discuss your situation and inquire about your options. You may be asked to provide detailed documentation of your situation in writing in order to receive special consideration. Contact Financial Aid for an appointment by e-mailing financialaid@polk.edu and someone will contact you to make an appointment within one business day.

Can I get help completing the FAFSA?

Workshops are scheduled regularly on both the Winter Haven and Lakeland campuses. Go to www.polk.edu. Select Current Student>Financial Aid for details. Workshop information is also posted on boards in Student Services offices. Assistance is also available through www.fafsa.gov.

TYPES OF FINANCIAL AID

Florida Pre-Paid

Students with Florida Pre-paid should go straight to the Cashier to use their benefits. You must bring the Florida Pre-paid card with you. You do not need to see a Financial Aid Advisor.

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 www.fafsa.ed.gov.

What if I'm transferring in from another college?

You will need to log onto www.fafsa.ed.gov and update your school code to reflect Polk State College's designated number: 001514.

You will not be awarded a Pell Grant without all required documentation on file with Polk State College; this includes transcripts from other colleges. Even though you may be able to begin coursework at Polk State College if your transcripts are not on file, you will not be eligible to receive Pell awards until transcripts are received and reviewed.

How much money will I get from the Pell Grant?

You can review your estimated annual award amount, based on your expected family contribution (EFC) and enrollment status, using our online Pell Grant Calculator at www.polk.edu Current Students>Financial Aid. Your EFC can be found on your Student Aid Report (SAR) at www.fafsa.ed.gov.

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

Your award letter, which you will receive approximately 4 weeks from the date of your FAFSA application, will break down your eligibility and requirements that are specific to you. The Financial Aid office cannot answer specific information about your award until that time. Watch your institutional e-mail account for your award letter.

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

Any excess Pell funds are disbursed 14 days from the first day of the term. This applies to those Pell grants that have been awarded by Financial Aid provided all requested documentation has been processed. You will receive regular e-mail updates from Financial Aid notifying you of the status of your award.

Loans

Does the College offer short term loans?

No. You may elect to sign up for the tuition Payment Plan through Nelnet instead. Go to Business Services FAQ for more information.

What is a federal loan?

A loan is money borrowed that must be paid back with interest. If your grant and/or scholarship awards are not enough to cover your educational expenses, a low-interest federal loan is an option. There are two basic types of direct loans: Subsidized and Unsubsidized. They both have the same fixed interest rate, which is determined July 1 each year by the federal government. The main difference is the federal government pays

the interest while you are in school when it is a subsidized loan, and you pay your interest when it is an unsubsidized loan. For more information on loans go to www.polk.edu Current Students>Financial Aid.

How do I get a loan?

You must complete the Free Application for Federal Student Aid (FAFSA) found online at www.fafsa.gov. The award letter you receive will let you know if you qualify for a loan. If the award letter does not mention a loan and you want to be considered for one, e-mail financialaid@polk.edu and request to be considered for a loan. You will be contacted within 1 business day.

Bright Futures

How do I apply for Bright Futures?

Applications for Bright Futures are handled at the high school. See your high school counselor.

Do Bright Future students have to complete a FAFSA?

Yes, a FAFSA must be submitted with Polk State College listed as the school the student plans to attend. Bright Futures will not be processed without the completed FAFSA.

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

Bright Futures recipients will receive a fixed cost per credit-hour award based on their:

1. **Award Level**
 - a. Florida Academic Scholar (FAS), Florida Medallion Scholar (FMS), or
 - b. Florida Gold Seal Vocational Scholar (GSV)
2. **Institution Type**
 - a. 4-year, 2-year, or Vocational/Technical
3. **Credit Type**
 - a. Semester, quarter, or clock hour

Students are paid a state-established cost per credit hour which will differ from the tuition and fees actually charged by the institution. Students are responsible to pay the difference by the fee deadline noted on their account in PASSPORT.

See the current established cost per credit hour on the Bright Futures website at www.FloridaStudentFinancialAid.org/SSFAD/bf/newsrenew.htm.

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

Yes. Students will be required to repay the cost of any Bright Futures funded courses dropped or withdrawn (after the end of the drop/add period). Repayment for the cost of dropped or withdrawn courses is required to renew a Bright Futures award at the end of the spring term for a subsequent academic year.

It is in the student's best interest to repay the cost of the dropped/withdrawn hours prior to the end of the academic term in which the drop/withdrawal took place. The student will be ineligible to renew his/her Bright Futures award for any subsequent academic years until repayment or a satisfactory arrangement to reimburse the institution is made.

Do I have to be a FT student to receive Bright Futures?

Students are not required to enroll full time to receive Bright Futures funding. Students may enroll part time and 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 www.polk.edu. Select Current Students>Financial Aid.

Scholarships

Many scholarship opportunities are available for students through the Polk State College Foundation, Inc. The PSC 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 April 30 of each year. Award certificates will be available for high school graduation ceremonies in May of each year. PSC 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 for scholarship opportunities and application instructions. www.polk.edu Foundation>Scholarships.

FINANCIAL AID AND CLASS ATTENDANCE

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

You can make changes to your schedule at any time during the add-drop period without consequence. You must attend classes to receive financial aid payment.

Federal financial aid programs require you to “earn” your aid by attending classes. If you receive federal financial aid and withdraw from all of your classes, your aid “earned” will be prorated based on your class attendance. The rules are a bit complicated, so we encourage you to meet with a Financial Aid assistant if you receive federal aid and need to withdraw. *Do not simply stop going to class without submitting an official withdrawal! You could be required to pay back the entire amount of your financial aid!*

FINANCIAL AID AND PURCHASING BOOKS

Can I purchase books using financial aid money?

If your financial aid award covers book expenses, you will be able to charge your books by presenting your Polk State College ID card to the campus Follett bookstore during established charge periods prior to the start of the spring and fall terms. Financial Aid does not cover books during summer terms. Wait until you have your final schedule to buy books, then save your receipt and don't unpackage books until you are certain you will stay in the class. See Business Services and Bookstore FAQ for more information.

FINANCIAL AID AND REFUNDS

When will I receive my money?

Refunds resulting from unused grant and loan funds (after tuition, fees, and books are paid) will be processed through Higher One, our award disbursement and refund vendor, and be made available on your VikingOne card 14 days after the last drop-add day each term. Higher One refunds for late awards are processed as quickly as possible, usually within two weeks of the final approval of the program. See Business Services FAQ for more information.

What do I need to do to get registered for classes?

Attend Orientation. An advisor will help you register during Orientation if you are new to Polk State College, a transfer student, or high school graduate.

Is Orientation required and what are the dates it is held?

Orientation is required for all students who are new to Polk State College. When you complete an application, you will automatically be registered for Orientation. Please plan to attend as scheduled. Take placement tests before attending. To reschedule Orientation, call 863-297-1000. All students may attend more than once. Orientations are held throughout the week before and during registration periods.

What do I bring when I go to Orientation or see an advisor?

You should not see an advisor before Orientation unless you need a retake testing ticket. You will see an advisor during Orientation. Bring any of the following that apply to you.

1. Your placement test scores
2. Your ACT and SAT scores printed from the website or mailed to you
3. Unofficial copies of transcripts from any colleges you previously attended

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

You do not have to make an appointment to see an advisor. You may see an advisor on any campus or at any center during our service hours. You will sign in on a computerized wait list. Be prepared to wait, especially during peak advising periods, which are the first two weeks of registration, three weeks before classes start, and during the first week of class.

An advisor will not register new students for classes if they have not attended Orientation.

When is the last day I can register?

The dates of registration are listed on the website for any given term at www.polk.edu. Click on Future Students>Academic Calendar. The drop/add deadlines on the calendar are the last day you can register. Each term has several different sessions. If you miss the first session of the term, you might be able to take a class in a session that starts later.

I attended Orientation and want to register myself. What do I do?

Go to www.polk.edu

Click on PASSPORT

Enter your Student ID and PIN

Select the Drop/Add classes icon under the Quick Links

To see your degree audit, from the menu bar, click Advising>Display Degree Audit.

Course requirements that are met will have an (X) next to them.

You may register for classes on any campus of Polk State College. Be aware of the driving distances between campuses.

What is a dual enrollment student?

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

Dual Enrollment:

High school sophomore, junior, or senior with an unweighted GPA of 3.0 or higher. You must meet the minimum scores on a state-approved placement test.

Early Admission:

High school senior with a minimum 3.2 unweighted GPA who has earned a “B” or better in Algebra II or higher math class, passed all sections of the FCAT, earned a minimum of 18 high school credits, and passed all sections of a state-approved placement test.

Where do I start?

If you meet the qualifications, apply online at www.polk.edu. You will receive an e-mailed admission letter from the Admission and Registrar’s Office, which includes a placement test ticket. You must take a placement test or already have taken one within the last two years to be admitted. After applying and taking the placement test, see your high school counselor.

What do I do at my high school?

Public School:

Take your placement test score report to your high school counselor to discuss courses to be taken. Complete the high school approval form. Your high school counselor will enter approved courses into the Polk County Dual Enrollment portal.

Private School:

Take your placement test score report to your high school counselor to discuss courses to be taken. Complete the high school approval form. Bring the approval form to Polk State College at the time of registration.

Home School:

The parent responsible for your home education signs the home school approval form, and in conjunction with your parent, a Polk State College advisor will determine what classes meet both high school and college requirements.

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

You must register in person with a Polk State College academic advisor. You may not register or make schedule changes via the student portal: PASSPORT. Registration is complete when you receive your course schedule at the time of advising.

Dual Enrollment students do not attend Orientation for regular degree-seeking students. You may begin registering for classes at Polk State College when the Dual Enrollment registration period opens. See the College Calendar on the website for registration dates.

After I register, what do I do?

Take your Polk State College course 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. Your grades will be electronically submitted to the public high schools and by mail to private schools and home schools upon completion of the course.

How do I get my textbooks?

Public School:

Students are issued a textbook voucher by the college’s advisor to take to the college bookstore for issuance of books and required supplies. Dual enrollment books and supplies must be returned in good condition at the end of the semester to the campus bookstore from which they were issued. Failure to return books as agreed will result in the student being billed for the books by the Polk County School Board.

Private School and Home School:

Students are responsible for purchasing their own textbooks and supplies required for their classes.

The Dual Enrollment Coordinators can assist you if you have any additional questions. Contact them at dualenrollment@polk.edu. You may find more information about the program on our website at <http://www.polk.edu>.

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

Visit the Educator Preparation Institute website at www.polk.edu/epi for information and steps to enroll.

I have attended Polk State College in the past; do I still need to complete an application?

Yes, you will need to update your information if it has been more than one year and change your program code to F9025.

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

You may call the Polk County School Board Safe School Department at 863-534-9253 for assistance.

Who is my Polk State College advisor?

Contact the EPI office for advising assistance. Do not contact a Polk State College advisor.

I completed my online application, now what?

As long as you complete your admission requirements, you are accepted. An admission letter will be sent to your primary e-mail address you entered when you applied. You can also find this and all communication you receive from the College in PASSPORT, our online student portal. You will need to go to the Educator Preparation Institute website at www.polk.edu/epi and complete the “Educator Preparation Program Education Plan Entrance Interview” and submit it to the person listed on the document.

Is there a mandatory New Student Orientation?

Yes, the New Student Orientation information date and time is listed on the EPI website at www.polk.edu/epi. It is located underneath the schedule information.

Since I have a four-year degree, am I eligible for financial aid?

Yes, you are eligible for the Pell grant if you qualify. Please visit the financial aid website and complete the free application online for Federal Student Aid (FAFSA). See the Financial Aid FAQ.

What is a transient student?

A transient student to Polk State College is seeking a degree at a home institution and wants to take a course at Polk State College to transfer back to the home institution. The student is not intending to get a degree at Polk State College.

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

My home school is a state institution:

The www.facts.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 are notified. The course will be added as approved to your Polk State College record, and you will be able to log in to PASSPORT to register for any class in any session for the term you requested. You will be fully responsible for tuition, fees, and books. It is your responsibility to order a transcript after your grades are posted. Transcript requests are \$5.00.

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 facts.org, your home institution will provide you a transient approval form or letter. You must complete an online application to Polk State College. You may submit the transient letter or form to the Admission and Registrar’s office on any of our campuses. Transient forms can also be faxed directly from your home institution. Fax to: Attention: Admission and Registrar’s Office 863-297-1023. It is your responsibility to order a transcript after your grades are posted. Transcript requests are \$5.00.

TRANSFER STUDENTS

Do you need ALL of my past post-secondary transcripts?

Yes, regardless of age or accreditation, we need copies of transcripts from all previously attended institutions. We ask you to apply early so that we have time to receive and evaluate your transcripts.

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

Polk State College requires all transcripts. We allow you one term of attendance while records are being sent and/or evaluated. However, you will not be able to register for subsequent terms if we do not have your complete record and you will not be able to request a Polk State College transcript to be sent elsewhere without compliance to this policy. For further information you may contact the Registrar at registrar@polk.edu.

I am transferring and my transcripts will not arrive in time for me to register. What do I do?

Bring unofficial copies of your transcripts to Orientation, every advising session or any other appointment you have at Polk State College. With these documents we can help you register for the appropriate classes and advise you about what will most likely be transferred. See Step Two for further details.

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.

NON-DEGREE SEEKING STUDENTS

What is a non-degree seeking student?

Students who take classes for pleasure; to maintain or obtain certification, such as teacher certification; or to meet admission requirements for a program at another institution are non-degree seeking students.

Can a non-degree seeking student get financial aid?

No. Students must be seeking a valid degree at Polk State College to get financial aid.

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

All students must submit either a high school transcript and/or transcripts from other colleges attended. You may petition to be exempt from this requirement by writing to registrar@polk.edu. You must explain the purpose of your classes and the reason you do not want to submit transcripts. Students approved to take courses without submitting official transcripts will not be able to obtain a Polk State College transcript later.

How do I register for classes if there is a prerequisite block when I try to register online?

Non-degree seeking students must register in person each term with an advisor. The student must bring unofficial copies of transcripts or valid test scores to demonstrate he/she has met the prerequisites for the desired classes. The advisor will waive the prerequisite(s) and register the student. The student must meet all pre- and co-requisites of each course to take it.

Who is an international student?

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

What is the website for more international student information?

Go to www.polk.edu. Click on Future Students>Admission>International Students to find details about international student admission.

What are the admission deadlines for international students (F1-visa only)?

Fall Semester (late August - mid December): May 15
 Spring Semester (early January - early May): October 15
 Summer Semester (early May - early August): March 15

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

You must notify the International Student Advisor as there are additional documents needed to complete your application. E-mail internationalstudent@polk.edu

How do I get my foreign credentials evaluated?

All foreign credentials must be evaluated through an evaluation service at the student's expense. No official transcripts are required by Polk State College; however, the evaluation service will require official transcripts. Polk State College requires the official evaluation report sent directly from the evaluating service. The International Student website lists recommended evaluation services.

How do I get an I-20?

Complete all of the admission requirements as outlined on the International Student website. You will receive an acceptance letter with the I-20 and a form to pay the \$200.00 SEVIS fee.

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

The most common ways to prove English proficiency are TOEFL scores of 61 by Internet or 500 by paper, completion of an English as a Second Language program, English language affidavit, or five years of education in English instruction. Documentation is required. For further options, see the International Student Guide on the International Student website. If you do not meet any of the English proficiency criteria, 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 or English as a Second Language classes. Polk State College's English as a Second Language program is called the English for Academic Purposes (EAP) program.

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

Students on F-1 visas are required to attend school full time (minimum of 12 credit hours per semester) and pay the out-of-state tuition and fees during their entire enrollment at Polk State College.

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

If you last attended more than a year ago, you will need to provide proof of residency. You can do so on the reapplication online or by completing a residency affidavit found at www.polk.edu Future Students>Admission>Admission and Registrar forms.

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

Your admission letter states that you are an out-of-state resident. When you completed your admission application, you probably provided documentation. That documentation must be audited and verified by the College before your residency can be established. Auditing is done weekly. 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.

You may also complete a residency affidavit found online at www.polk.edu. Go to Future Students>Admission>Admission and Registrar forms. 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.

You must complete a residency affidavit before calling for assistance on residency. The Admission and Registrar's office uses the completed affidavit to understand additional residency challenges for you.

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. If the parent is the claimant for residency, then the parent will need to send the signed residency affidavit and copies of supporting documents with you.

Where do I learn more about residency?

The guidelines for residency can be found at www.facts.org. If you read and follow Polk State College's residency affidavit, most of the time you will know what is needed to prove your residency.

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

Complete the residency affidavit. The Admission and Registrar's office will use this document to assist you in overcoming challenges to establishing residency. Without the completed residency affidavit, we will be unable to help you.

Where is the residency affidavit?

You can get a residency affidavit from any of our Admission and Registrar offices. You may also download an affidavit from www.polk.edu Future Students>Admission>Admission and Registrar Forms.

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

Pell grant funds are placed in an account under the student's name at the Folette Bookstore on campus. The College will release the funds one week before the Fall and Summer Terms and on the first day the College reopens after the Winter Break for the Spring Term. To purchase textbooks with Pell funds, you must have a government-issued photo ID with your name on it. The bookstore cashier will ask you for the ID during the purchase.

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

The person signing the credit card receipt must be the person named on the card.

What credit cards are accepted?

All major credit cards are accepted. The bookstore also accepts personal checks, but the person signing the check must be present and have a government-issued photo ID. The bookstore doesn't take checks that are already signed.

The bookstore also accepts the VikingOne card after the funds have been released to the card. You will receive an e-mail from the school when these funds are released. See Business Services FAQ for more information.

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

Class schedules are needed when purchasing textbooks because different textbooks are used by certain instructors and campuses. The bookstore doesn't require a schedule to sell back textbooks, but you must have a government-issued photo ID to do so.

Can I buy my textbooks online?

Textbooks also can be purchased on the website efollett.com and can be shipped to the student's home or picked up at the bookstore. This is a way for parents to pay for textbooks and/or clothing with their credit cards. Financial Aid will not cover the purchase of books online.

I changed classes and already bought books for the classes I dropped.

Can I get a refund?

In order to qualify for a refund, your books must be unopened and in the original packaging. You may qualify for a refund if the purchase is less than two days old. This period is extended during the drop/add period for each session. You must have the original receipt.

Can I rent textbooks?

Folette Bookstore has a textbook rental plan. You may inquire at the bookstore for more information.

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. For more information on your Polk State College student e-mail account, go to <http://www.polk.edu/currentstudents/studentmail>.

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

In PASSPORT, click on the Institutional E-mail address icon under QUICK LINKS. This will bring up the Windows Live e-mail service. Your PIN is your Polk State College ID unless you previously changed it. You will find this in your admission letter. Type in as follows:

- First letter must be capitalized
- No dashes or spaces between letters
- Example: A10000202

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

Common reasons are:

- You are not entering your password correctly.
- You changed your password and do not remember. Call 863-298-6839 and ask for a password reset to your my.polk.edu. It will be reset to your student ID.
- You are accessing from a home computer that has stored information about a home e-mail that is a Microsoft e-mail address, such as Hotmail. If you or any other person using your computer regularly uses a Microsoft e-mail address, the system will not log you in unless you select the link on the bottom left side of the screen titled "Log in using a different e-mail address."
- If none of these help, contact the student technical helpdesk at 863-298-6839. For hours available check www.polk.edu Current Student>Student E-mail.

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

Call 863-297-1000. The information assistant will help you change your e-mail. You will have to provide proof of name change and have your official college records changed to your new name before your e-mail can be changed.

Where is there more information about Polk State College student e-mail?

<http://www.polk.edu/> Current Student>Student Email

What is PASSPORT?

PASSPORT is the student's interface to his or her information with Polk State College. It is not the interface where the student takes online classes, which is called PAL (Polk Access to Learning). You will learn about PAL in Orientation. Some of the important activities that PASSPORT offers are:

- Scheduling for the term
- Viewing your degree audit and educational plan to keep track of your progress
- Paying your bill
- Viewing your unofficial transcripts
- Ordering official transcripts
- Viewing your 1098T
- Changing your address, phone number, and personal e-mail.

I don't remember my PASSPORT username or password.

Your username is your student ID. You may also log in with your social security number. Use NO spaces or dashes with your ID or your social security number. The default password is the MM/YY of your birth. Example: SSN 101-00-0001 (101000001) and February 6, 1991 is (0291).

If your password does not work, call 863-297-1000 and ask to reset your PASSPORT PIN. It will be set to the MM/YY of your birth.

What should I do if I have problems with PASSPORT?

If you have problems, call 863-297-1000. The Information Assistant will help you determine if it is a navigational, content, or technical issue.

What is the cost to attend Polk State College?

The current tuition and fee rates can be found at www.polk.edu Future Students>Admission>Fee and Tuition.

When is my tuition due and how do I pay?

Payment due dates can be found in the “My Schedule” section of 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 days of the first day of class. Refunds associated with the Tuition Payment Plan will be disbursed 45 days after the first day of class.

HIGHER ONE AND THE VIKINGONE CARD

What are Higher One and the VikingOne Card?

Higher One is the name of the vendor that Polk State College uses to manage student refunds and disbursements of financial aid. The VikingOne card is the debit card Higher One uses to post student refunds and make them available to the student. You will be given activation information when you receive your VikingOne card in the mail. You will be able to select a preference on how funds should be disbursed: onto the VikingOne card, automatic deposit to an account, or by check. Checks take up to 21 additional days to receive due to processing time.



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

Where is it?

All refunds/financial aid disbursements are sent to your VikingOne Card based on the preferences you made when you activated your card. You can find your refund by logging on to www.vikingonecard.com.

I did not receive a VikingOne Card. What do I do?

Contact studentaccounts@polk.edu and request a replacement card. Please include your student ID, your name, and your verified address and contact information in your e-mail. You will be asked to verify your address and make any changes, if necessary, prior to a new card being issued.

How long does it take to receive a VikingOne Card?

Most cards are received within 2 weeks of the date a card was requested. The initial card is free; however, you may incur a fee for a replacement card.

I am having trouble activating my VikingOne Card. What do I do?

Log on to: <https://www.vikingonecard.higheroneaccount.com/> and click on the Easy Help button on the left side for Help on Activation. You will find help for all areas relating to your VikingOne Card within Easy Help.

Do I need to have a VikingOne Card?

Yes, this is the method by which all funds (refunds/financial aid) will be sent to you. You do not need to use the card; you can have your money deposited into an account of your choosing or sent to you via check, but you do need to activate the card in order to do this. Note that checks are delayed up to 21 days due to processing time.

Can I just receive a check from Polk State College?

The College has partnered with Higher One, a refund and disbursement vendor, to handle the processing of ALL student refunds/disbursements. All refunds are processed using the VikingOne card and your selected preferences. Polk State College does not process refunds in-house.

How do I get cash from my VikingOne card?

The Winter Haven and Lakeland campuses have Higher One ATM's available to students in the Student Centers. Cash withdrawals are at no charge for VikingOne cards.

THE TUITION PAYMENT PLAN

What is the Tuition Payment Plan?

Polk State College has partnered with NelNet Business Solutions, a third-party vendor, to administer a tuition payment plan for students. The opportunity to use the payment plan is within a specified time period. The tuition payment plan can cover tuition and fees; however, it does not cover textbooks.

Why is the Tuition Payment Plan only open for a short time period?

Nelnet specifies the time the plan is open and when changes can be made. Every effort is made for the plan to be open as long as possible for student convenience. The Tuition Payment Plan closes near the first day of the term. Be sure to check the website at www.polk.edu for the actual date each term. Click Current Students> Tuition Payment Plan.

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

Yes, provided that you enroll for your entire schedule, including 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?

If you adjust your scheduled credit hours, you must contact NelNet to change your agreement. The contact number is 1-800-609-8056. You will need to have your agreement number ready when calling. Your agreement number is on the confirmation page you received when you signed up and is also sent to you by NelNet via e-mail based on the e-mail address you provided when you enrolled in NelNet.

I am enrolled in the Tuition Payment Plan and dropped a class or classes. Where are the payments I made into the plan?

Since the plan is administered by a third-party vendor, the payments you make into the plan are not made directly to Polk State College. Nelnet follows the college's policy to refund any overpayments made into the plan within 45 days after the first day of class. Refunds will be disbursed to your VikingOne card based on your specified preferences.

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 and is also sent to you by NelNet via e-mail based on the e-mail you entered when you enrolled in NelNet. Check the Polk State College website for dates in which you can adjust your agreement.

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

No, we are unable to accept partial payments for tuition and fees. We recommend the Tuition Payment Plan.

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

It is Polk State College policy to not issue fee payment extensions.

VISIT US ONLINE

FOR INFORMATION, SPECIAL EVENTS, STUDENT AND ALUMNI PROFILES, AND SO MUCH MORE!



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