



SANS Technology Institute

2024 Student Handbook

SANS Technology Institute
11200 Rockville Pike, Suite 200
North Bethesda, MD 20852
www.sans.edu | info@sans.edu

Welcome

The SANS Technology Institute student handbook is intended to familiarize students with the resources available to assist them in the pursuit of their educational goals. It is a reference including information about academic requirements, policies, student rights and responsibilities, and methods for accessing important services.

We have made every effort in the preparation of the handbook to provide pertinent and accurate information. Periodically, we revise policies and procedures. Significant changes concerning new academic regulations, policies or programs will be published on our website (www.sans.edu) and we will send an email notification to students. We recommend that students periodically visit our website to review the most up-to-date information.

If you have any questions about any part of this handbook, please contact your student advisor.

Again, welcome to SANS Technology Institute.

Regards,

Ed Skoudis
President

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Mission, Vision, and Goals

Our Mission

The SANS Technology Institute develops technically skilled professionals and leaders who strengthen global information security through innovative and flexible approaches to learning. We prepare our students to master advanced practices through experiential and project-based learning which is delivered by faculty who are top scholar practitioners in the industry, and our graduates implement and execute state-of-the-art cybersecurity.

Our Vision

The SANS Technology Institute aspires to be the preeminent institution translating contemporary information security practice, scholarship, and research into effective educational experiences.

Our Goals

1. Enable private and public sector enterprises of the United States and its allies to preserve social order and protect their economic rights and military capabilities in the face of cyber attacks;
2. Provide the national defense establishment, critical industries, businesses and government agencies with information security engineers and managers who have the most current and critical knowledge and skills needed to respond effectively to the evolving cyber attack landscape; and,
3. Perform leading-edge research that continually identifies current best practice and enhances the state of the art in the practice of information security.

Accreditation and Authorization

The SANS Technology Institute, an independent subsidiary of SANS, is accredited by The Middle States Commission on Higher Education (1007 North Orange Street, 4th Floor, MB #166, Wilmington, DE 1980), an institutional accrediting agency recognized by the U.S. Secretary of Education and the Council for Higher Education Accreditation.

The SANS Technology Institute is authorized by the Maryland Higher Education Commission to offer Master of Science degrees in Information Security Engineering and Information Security Management, Bachelor of Professional Studies and Bachelor of Science degrees in Applied Cybersecurity, multiple graduate programs leading to post-baccalaureate certificates, and an undergraduate program leading to an upper division certificate.

The SANS Technology Institute is authorized by the Department of Veterans Affairs to accept VA Education Benefits.

Governance, Faculty, and Administration

Board of Directors

An independent board of directors governs the SANS Technology Institute. The board of directors plays an active role in guiding the college, from helping to shape the mission, goals, and strategic plan to actively reviewing assessment data and helping to identify solutions to difficult challenges. Members of the board represent varying constituencies and bring wide-ranging perspectives to their service in assisting the school achieve its mission and goals. Directors serve a three-year term and are eligible for re-election. Current board members are listed below:

- Dennis Kirby, the current Chair of the Board, is a member of the leadership team of the SANS Institute, where he is primarily responsible for training content and instructor development. After graduating from the U.S. Military Academy, he was Commander of a UH-60 Blackhawk Assault Helicopter Company of the 101st Airborne Division and served in Desert Storm. A graduate of Harvard Business School, he has managed private equity investments exceeding one billion dollars and served on multiple boards of directors of portfolio companies.
- Dr. Thomas Johnson, current Vice Chair, is Associate Vice President and Chief of Strategic Initiatives at Webster University. Dr. Johnson previously served as Dean of the College of Criminal Justice and Forensic Sciences at the University of New Haven for 13 years, during which time he worked with faculty to develop new programs in the areas of national security, digital forensics, and advanced investigation.
- Marc Niketas serves as the Director of North America Live Training (NALT) at the SANS Institute. As a graduate of the U.S. Military Academy, Mr. Niketas began his career as an AH-1 Cobra Attack Helicopter Pilot in a Cavalry Squadron. After earning his MBA from Harvard Business School, he joined Price Waterhouse (later PwC Consulting) as a consultant and led many large process change and systems implementation efforts. Upon acquisition by IBM, Marc became a Client Executive where he had overall responsibility for a cluster of key customers in the Aerospace & Defense and Electronics industries.
- Dave Hoelzer, a SANS Fellow, author of more than twenty days of SANS courseware, and Dean of Faculty of the SANS Technology Institute, is an expert in a variety of information security fields, having served in most major roles in the IT and security industries over the past twenty-five years. Currently, David serves as the principal examiner and director of research for Enclave Forensics, a New York/Las Vegas based incident response and forensics company. He also serves as the chief information security officer for Cyber-Defense, an open-source security software solution provider.
- Richard Hammer, a SANS Technology Institute alumnus, is currently a Technical Staff Member at Los Alamos National Laboratory. He is a senior Network/System administrator, Organizational Computer Security Representative (OCSR), and Information System Security Officer (ISSO) for the Advanced Nuclear Technology group (N-2). He has experience with most operating systems and many programming languages. Network and System security has become a larger part of his job description in the last ten years; Richard attended his first SANS conference in 1998. He is a former high school Mathematics and Computer Science teacher and is currently teaching Networks I&II, Server Configuration, and System Security courses at the

College of Santa Fe. He currently holds GIAC GSEC, GCFW, GCIA, GCIH, GCUX, GCNA, and GSPA certifications. He is a former Chair/Vice Chair of the GCFW advisory board and was the first graduate of the SANS Technology Institute (MSISE).

- Lenny Zeltzer earned his MBA from the Sloan School at MIT and is now a Product Management Director at NCR Corporation, where he focuses on safeguarding IT infrastructure of small and mid-size businesses around the world. He also teaches digital forensics and malware courses for the SANS Institute, where he is a senior faculty member.
- Dave Shackelford is a consultant and author in cybersecurity. He previously served as Chief Security Officer for Configuresoft and as Chief Technology Officer for the Center for Internet Security. He is the author of *Virtualization Security: Protecting Virtualized Environments*, and recently coauthored the first course on virtualization security for the SANS Institute. He helps lead the Atlanta chapter of the Cloud Security Alliance.

Program Faculty

Program faculty serve as the primary authors and instructors for SANS Technology Institute courses. They are directly involved in the design and maintenance of current and future courses, program design, and student learning outcomes. A few of the current program faculty include:

Johannes Ullrich, Ph.D. in Physics, SUNY Albany

Ed Skoudis, M.S. in Information Networking, Carnegie Mellon University

Lenny Zeltzer, M.B.A., Massachusetts Institute of Technology

Rob Lee, M.B.A., Georgetown University

David Hoelzer, M.S. in Computer Science, American Intercontinental University

Each member of the SANS faculty has demonstrated competence, through formal education and professional experience, to provide educational courses that meet the objectives laid out in the program goals.

Administration

Administrators for the SANS Technology Institute provide leadership to carry out plans and activities in support of the Institute's goals and objectives. Administrators create and design appropriate processes and services to support students and the learning environment.

Ed Skoudis, M.S.
President

Eric Patterson, M.S., M.A.
Provost

Betsy Marchant, M.P.H.
Vice Provost

Danna Wiseman, M.Ed.
Director, Admissions

Krysta Keale, M.A.
Director, Operations

Rebecca Abbott, M.Ed.
Director, Advising

Thomas Vanderhorst
Director, Academic Affairs

David Hoelzer, M.S.
Dean of Faculty

Johannes Ullrich, Ph.D.
Dean of Research

Affiliations

The SANS Technology Institute is an independent, wholly owned subsidiary of the Escal Institute for Advanced Technologies, dba The SANS Institute, the premier global provider of information security training, certification, and research.

The SANS Technology Institute is also affiliated with Global Information Assurance Certification (GIAC), another subsidiary of the SANS Institute responsible for testing and certifications in the information security field.

Code of Conduct and Institutional Policies

Any action(s) reported or observed by a student, faculty or staff member in violation of the SANS Technology Institute (SANS.edu) Code of Conduct or Institutional Policies should be reported to the Provost.

Code of Conduct

The purpose of this code of conduct is to express our expectations and to identify behaviors outside of acceptable bounds. We ask students and faculty members to become familiar with and govern themselves by this code of conduct.

Mature behavior and conduct consistent with the highest professional standards of the information security community are expected of every student while attending a live educational event, engaging in Institute-related online activities, and interacting with Institute students and staff. SANS.edu reserves the right to place on probation, or dismiss, students who engage in unsatisfactory conduct such as disorderly behavior, failure to adhere to rules and regulations, failure to exhibit proper online etiquette, destruction or theft of property, participation in activity that impinges on the rights of others, or the excessive consumption of alcoholic beverages or use of any illegal drugs at any time while participating in an SANS.edu sponsored activity.

As educated adults who are leaders and advisors to organizations on issues of compliance with laws and regulations, SANS.edu students are held to a high standard in both knowledge and the application of trust, law, and regulation. Violations of city, state, and federal laws while enrolled at SANS.edu may also constitute violations of the code of conduct. In such instances, the Institute may proceed with disciplinary action under the code, independent of any criminal proceeding involving the same conduct, and may impose sanctions for violation of the code even if such criminal proceeding has not been resolved or is resolved in the student's favor.

Non-Discrimination and Anti-Harassment Policy

SANS.edu is committed to maintaining an environment of appropriate conduct and respect for individual values. The Institute is committed to enforcing non-discrimination and anti-harassment to create an environment free from discrimination, harassment, retaliation and/or sexual assault. Discrimination or harassment based on race, gender or gender identity or expression, color, creed, religion, age, national origin, ethnicity, disability, veteran or military status, sex, sexual orientation, pregnancy, genetic information, marital status, citizenship status, or on any other legally prohibited basis is unlawful and undermines the character and purpose of SANS.edu. Such discrimination or harassment will not be tolerated.

Academic Integrity Policy

All members of our community share the responsibility for academic integrity. Faculty members are expected to establish classroom environments conducive to the maintenance of academic integrity, provide students a syllabus describing the course and its requirements, and grade submitted work promptly and consistently. Faculty also reserve the right to modify course assignments or components to meet learning objectives. Students are expected to conduct themselves in a manner that will contribute to maintaining academic integrity.

Academic dishonesty is the failure to maintain academic integrity. Academic dishonesty includes but is not limited to cheating, fabrication, bribery, obtaining or giving aid on an examination, having unauthorized prior knowledge of an examination, doing work for another student, plagiarism, and presenting another person's work as one's own. An act of academic dishonesty by a student will be subject to disciplinary action, up to and including dismissal from the college.

Responsible Computing Policy

Some courses use educational tools and programs that may enable students to break or "hack" into systems. It is expected that students who have access to these tools will only use them in an ethical, professional, and legal manner. Students will only use tools to test the current strength of security networks so that proper improvements can be made. Students are required to get permission before running any of these tools on a network. In the event students misuse or abuse these tools, they will be subject to disciplinary action and possible legal prosecution.

Academic Freedom

Academic freedom is essential to the advancement of knowledge and understanding, and transmission of this knowledge to others. SANS.edu supports and encourages freedom of inquiry for both faculty and students so they may responsibly pursue these goals through teaching, learning, research, discussion, and publication, free from both internal and external restraints that would unreasonably restrict their academic pursuits.

Intellectual Property Rights

All SANS.edu students grant an irrevocable, sublicensable, worldwide, non-exclusive right and license to any of the student's faculty-directed student writing assignment prepared in connection with any SANS.edu course, project, or extracurricular activity ("material") to SANS.edu for any and all purposes. SANS.edu shall have all rights to the material as described in 17 U.S.C. § 106 and shall be designated as the enforcement agent as described in 17 U.S.C § 512 (c)(2) with respect to SANS.edu's use of the material. Students may use their original works as they see fit. However, students must obtain appropriate permission prior to reposting any other material owned by or licensed to SANS.edu or other candidates. Student further agree that all SANS and/or GIAC exam-related materials that students of SANS.edu may have access to as part of their education shall remain the exclusive property of SANS.edu and/or GIAC, LLC and student waives all rights of ownership or use to any such exam-related materials.

Student Identification Policy & Procedures

In compliance with the provisions of the United States Federal Higher Education Opportunity Act (HEOA) of 2008, Public Law 110-315, concerning the verification of student identity in distance learning, all credit bearing courses and programs offered at SANS.edu through distance education or correspondence must verify that the student who registers for a course or program is the same student who participates in and completes the course or program for academic credit. To authenticate identities, the SANS.edu uses one or more (as appropriate) of the following methods for verification:

- 1) Government issued photo ID
- 2) A secure login with username and password
- 3) Proctored examinations
- 4) Previous educational records (official college transcripts)
- 5) Employment verification

All methods of verifying student identity must protect the privacy of student information in accordance with the Family Educational Rights and Privacy Act (FERPA) and any other applicable laws or regulations regarding the confidentiality of personally identifiable information and the College's Privacy Policy.

In accordance with the relevant contractual relationships, personally identifiable information collected by SANS and GIAC may be used in the process of verifying the identity of students enrolling in SANS.edu but is stored and secured in a manner to protect student privacy. This information may include a combination of the following:

- 1) SANS portal information
- 2) Student's email address
- 3) Students home address
- 3) GIAC Exam completion history
- 4) Previous purchase history

Identity Verification upon Application

Upon applying to SANS.edu, students are required to create a SANS portal account number, creating a unique user ID and password, and providing personally identifiable information. Applicants who have previously taken a SANS course can use their current portal account number. This account number serves as their student ID. SANS.edu administration will use this information to verify information provided during the application process. As part of the application process, applicants must submit previous academic records and employer recommendations. These supporting documents will be used in verifying the identity of applicants.

Identity Verification for Course Takers

Students registering for courses must provide appropriate identification to establish their identity. A SANS portal account username and password will be required for registering for courses and exams. Students will be required to show photo identification at all live SANS learning events to obtain facilities pass and materials. Students can only access online courses by logging into their portal account using established credentials.

Students must show two (2) forms of personal identification at proctored exams. Both forms must be current and must have the student's signature. One of the two must have the student's photo. The identification bearing both the student's signature and photo must be government-issued. Students access GIAC exams by logging into their portal account using established credentials.

There are no specific charges applied specifically to the activity of verifying student identities in our distance education courses, and no separate fees are charged by the GIAC contracted proctoring service.

Public Health and Safety Policy

Students are expected to take reasonable actions in the areas of health and safety.

Prohibited or discouraged conducts include:

- Attending group functions when suffering from a serious infectious disease that may be transmitted.
- Ignoring obvious safety hazards such as blocked exits or accumulation of flammables.
- Knowingly reporting a false emergency.
- Any action that puts another person's safety, physical or mental health, or life at risk, whether intentionally or as a result of recklessness or negligence.

Weapons Policy

All members of the SANS.edu community, including faculty, staff, students, and visitors are prohibited from possessing, discharging, or otherwise using "weapons" on premises of SANS.edu functions whether or not the person has been issued a federal or state license to possess such weapons. Any person violating this policy will be subject to disciplinary action including but not limited to suspension, dismissal, or removal from Institute premises or events and criminal prosecution. Exceptions to this policy are considered on an individual basis and only in consideration of the student's employment.

A weapon is defined as:

- Any device that shoots a bullet, pellet, flare, or any other projectile, whether loaded or unloaded, including those powered by CO₂. This includes but is not limited to rifles, shotguns, handguns or other firearms, BB/pellet gun, flare gun, stun gun or dart gun and any ammunition for any such device. Any replica of the foregoing is also prohibited.
- Any explosive device including firecrackers and black powder.
- Any device that is designed or traditionally used to inflict harm including but not limited to any knife with a blade longer than three inches, hunting knife, fixed blade knife, throwing knives, dagger, razor, or other cutting instruments of which the blade is exposed.

Visitors and Children at SANS.edu Events Policy

Standard policy is that visitors and children are not permitted at SANS.edu events. Exceptions are granted on an individual basis and for specific events such as graduation and networking receptions.

Title IX Policy on Prohibited Discrimination, Sexual Harassment, and Related Conduct

SANS Technology Institute is committed to ensuring a safe, healthy, and nondiscriminatory environment for our students, faculty, and staff. The full Title IX policy can be accessed in the Policies Section of Canvas, and the Title IX coordinator can be reached at OSC@sans.edu.

Federal Education Rights and Privacy Act (FERPA)

SANS.edu values the student's right to privacy. The college adheres to a federal law called the Family Educational Rights and Privacy Act (FERPA) that sets privacy standards for student educational records. The Act serves two primary purposes. It gives eligible students more control over their educational records, and it prohibits educational institutions from disclosing "personally identifiable information in education records without the written consent of an eligible student.

With certain exceptions, SANS.edu will not disclose personally identifiable information from a student's education records without the student's prior written consent.

Directory Information

Schools may disclose directory information contained in an educational record that would not be considered harmful or an invasion of privacy if released. Directory information at SANS Technology Institute includes:

- Name
- Address (city and state of residence only)
- Major program
- Honors and awards
- Dates of attendance
- Degree awarded and date conferred

Students may direct SANS.edu not to disclose their directory information by completing a Directory Information Opt-Out Form and returning it to their student advisor at any time. Students should be aware of the consequences of making this request, including non-verification of enrollment or degree status, non-inclusion in honors or awards announcements, non-inclusion in student research publications, and non-inclusion in the SANS.edu Commencement booklet.

Other Disclosures Permitted Under FERPA

FERPA allows SANS.edu to disclose those records, without consent, to the following parties or under the following conditions (34 CFR S 99.31):

- School officials with legitimate educational interest
- Other schools to which a student is transferring
- Specified officials for audit or evaluation purposes
- Appropriate parties in connection with financial aid to a student
- Organizations conducting certain studies for or on behalf of the school
- Accrediting organizations
- To comply with a judicial order or lawfully issued subpoena
- Appropriate officials in cases of health and safety emergencies
- State and local authorities, within a juvenile justice system, pursuant to specific state law

Information regarding FERPA can be found at the U.S. Department of Education webpage: <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

Student Services

Advising

All students are assigned to a student advisor as they begin their program of study. Advisors do not serve as technical subject matter experts, but rather help guide students through their academic programs, monitoring their progress along the way. Student advisors serve as their primary liaison for any questions or concerns a student might have while enrolled at the SANS Technology Institute.

Academic support services that student advisors provide:

- An initial academic advising session to plan first few courses
- Assistance in course registration and troubleshooting
- Regular check-ins during course to encourage course progress
- Official grade report sent at the conclusion of course
- Program check-ins between courses, to help students maintain satisfactory academic progress
- Academic reviews to discuss student progress and future plans
- Prompt answers to emails and voicemails within 24 business hours, Monday-Friday

To maximize support from their student advisor, students are expected to:

- Check email regularly
- Read and follow the guidance provided in emails and syllabi
- Communicate in a manner that is courteous and professional
- Use all course tools and resources to reach mastery of course work

New Student Orientation

Students are required to complete new student orientation upon matriculation. During orientation, students will learn about the academic expectations and procedures for their particular program, will meet one-on-one with their student advisor, and will register for their first course. New students must register and pay tuition in full or arrange payment for their first course to complete New Student Orientation. Failure to complete orientation within the allotted 30-day timeframe will result in the rescinding of the offer of admission. If a student is not ready to begin their first course within 3 months of starting orientation, the student will need to request a deferment via their student advisor. The maximum length of deferment that a student can request is 6 months from their admit date. Students needing to defer their program start date more than 6 months will need to re-apply for admission. Deferring the start of a program may require the student to complete orientation upon return to ensure they are aware of the latest processes, policies, and procedures. Note: Non-matriculated students are not eligible for a deferment and must start their first course within 3 months.

Student Portal

All students are provided access to the SANS.edu student portal, Canvas. Within Canvas, students can find new student orientation, the student center, course support, and information for each course taken during the program. The course syllabus, assessment instructions, and grades are all

posted within Canvas. Students should update their notification preferences to ensure timely communication from the school.

SANS.edu Student Email Address and Acceptable Use Policy

The SANS Technology Institute (SANS.edu) provides email alias services to current students as a means of demonstrating their status as a current student and to secure eligible student discounts from third parties. Current students are provided a vanity email that will be forwarded to their personal email associated with their SANS account. There is no inbox associated with the account, and emails cannot be sent from this account. Individuals who are no longer current students at SANS.edu will be given 30-days' notice before their vanity email address will be terminated, along with any data associated with the account. It is the user's responsibility to adjust any related accounts utilizing this address within those 30 days. The purpose of this policy is to ensure that this service is used appropriately. Students found to be in violation of these policies will have their email account terminated. SANS is free to discontinue these privileges at any time.

Acceptable Use

- Students shall use their email alias exclusively for educational purposes or securing eligible student discounts from vendors.
- Users must comply with applicable laws and regulations, contractual agreements, SANS.edu policies, and licensing agreements.
- Users must use only information technology resources they are authorized to use and only in the manner and to the extent authorized. Ability to access information technology resources does not, by itself, imply authorization to do so.
- Users are responsible for protecting their SANS-assigned accounts from unauthorized use.
- Users of information technology resources are responsible for the content of their personal communications and may be subject to liability resulting from that use. SANS accepts no responsibility or liability for any personal or unauthorized use of its resources by users.

Unacceptable Use

- Students shall not use this email as their primary, personal email, or work-associated email address. It shall not be used for production-level workflow reporting.
- Users must not circumvent, attempt to circumvent, or assist another in circumventing the security controls in place to protect information technology resources and data.
- Users must not knowingly download or install software using SANS information technology resources which may interfere or disrupt service or does not have a clear academic use.
- Users are prohibited from willingly engaging in activities that interfere with or disrupt network users, equipment, or service; intentionally distribute viruses or other malicious code; or install software, applications, or hardware that permits unauthorized access to information technology resources.
- Users must not engage in inappropriate use, including but not limited to:
 - Activities that violate state or federal laws, regulations, or SANS policies.
 - Harassment.
 - Widespread dissemination of unsolicited and unauthorized electronic communications.
 - Intentionally initiating an unreasonable volume of email traffic that could disrupt network performance.

Security and Privacy of Email

SANS.edu seeks to provide secure, private and reliable email services by following information technology best practices. However, we caution all email users to exercise extreme caution when using SANS.edu email to communicate confidential or sensitive matters.

Users of SANS Institute email services should be careful not to open attachments from unexpected external or unknown senders, nor follow web links within an email message unless the user is certain that the link is legitimate. SANS.edu email is protected by Proofpoint and includes “URL re-writing” and “Attachment Defense” to allow users to safely check links and attachments within emails.

SANS reserves the right to employ security measures. When it becomes aware of violations, it is SANS’ responsibility to investigate as needed or directed, and to take necessary actions to protect its resources and/or to provide information relevant to an investigation. Users will promptly report any unexpected system behavior or irregularities in information to the Security Team immediately (security-team@sans.org).

Users are advised that all electronic data, electronic communications, and other services using the SANS network for transmission or storage may be reviewed and/or accessed by authorized SANS IT staff as deemed necessary. SANS Institute has the authority to access and inspect the contents of any equipment, files, or email on its electronic systems.

SANS.edu Slack Community

Upon matriculation, SANS.edu students will be invited to join our online community through Slack and are encouraged to engage with their peers. Participants agree to adhere to the following guidelines:

- Students must use first and last name as their username/display name.
- Sometimes tone and context are lost in text, so assume best intent.
- Communicate using threads. In general, messages in Slack should be either:
 - A response to an existing message, in the thread below that message
 - A new thread, in which case you should put the most important information or questions
 - Use threads to organize smaller group discussions around specific topics
 - Use emoji reactions to reduce information overload and maintain focus
- Understand the use of public and private channels and try to communicate with proper audience.
- Use the search function to locate answers and reduce duplicate questions.
- Remember there are situations in which its best to move conversations off Slack messaging. Student are encouraged to meet face-to-face using Slack calls or other messaging platforms!
- Per the [Non-Disclosure Agreement](#) for GIAC exams, students may not release, disclose, or share the content of any GIAC exam to another party.
- Harassment and Inappropriate behavior: Students engaging in harassment or inappropriate behavior should be reported as soon as possible to the Dean of Students Office at deanofstudents@sans.edu.

Policy violations: Students in violation of the above slack policies and guidelines will face expulsion from Slack as well as appropriate action from the school, per the Student Code of Conduct (page 10).

Change of Personal Information

Students are responsible for keeping contact information, including email and mailing addresses, updated. To change personal information in the SANS portal, students must log into their SANS portal account, then click on personal information.

Academic Accommodations

The SANS Technology Institute (SANS.edu) is committed to assisting students with documented disabilities. SANS.edu will provide reasonable accommodations according to the Americans with Disabilities Act (ADA) of 1991. Accommodations will provide students with a fair and equal opportunity to demonstrate their knowledge and skill in the functions being assessed by the academic requirement.

To apply for an accommodation, a written request, accompanied by supporting documentation on official letterhead from the student's healthcare provider that explains the nature of the disability and specifies the exact accommodation(s) needed, should be submitted within two weeks of beginning the course. Late requests will be addressed as quickly as possible and to the best of the organization's ability, resources, policies, and standards. All accommodations requests will be considered on a case-by-case basis after careful review of the information submitted. Please note, as each course measures different learning objectives, accommodations requests will be evaluated for each course.

Students should submit their documentation [HERE](#) and then send an email to studentservices@sans.edu and ADA@GIAC.org letting us know it has been submitted. Accommodation requests will be coordinated with SANS, GIAC, and SANS.edu faculty.

Transcripts

Students can email their student advisor to request an *unofficial* transcript. For *official* transcripts, the SANS Technology Institute partners with Parchment to order and send transcripts securely. Students can order transcripts at <https://www.parchment.com/u/registration/20731330/institution>.

Educational or Travel Visas

The SANS Technology Institute serves students in all states and many countries around the world. Although students do not need to reside in the United States to complete the program, we are not involved with securing educational or travel visas for international students.

Degree and Enrollment Verifications (including Third Parties)

The SANS Technology Institute partners with the Parchment to provide degree and enrollment information for education verifications. Organizations and third-party requestors performing

background checks or verifying degrees can request records at
<https://www.parchment.com/u/registration/20731330/institution>.

Note: *Third party entities requesting records MUST upload a signed FERPA-compliant authorization from the applicable student before records will be released.*

Exams and Grading

The SANS Technology Institute uses the services of GIAC for the exams given in many of our courses. In addition to benchmarking a student's classwork knowledge acquisition against industry job standards, students will also earn an industry-leading certification as a result of their successful study. GIAC exams are open book but must be taken as a proctored exam, using either ProctorU for remote exams or Pearson VUE for in-person exams. Students are provided two practice exams to prepare for every GIAC exam.

Proctored Exam Policies

Proctored exams are scheduled through a student's SANS/GIAC portal account. Exam slots are available on a first come, first serve basis. Students should schedule their appointment at least one month before their desired exam date.

Students who need to cancel or reschedule an exam appointment must do so at least one business day (24 hours) before their exam appointment by logging into their SANS/GIAC account and clicking on 'Certification Attempts', 'View Proctor Detail', and then 'Change'. Students who need to cancel or reschedule an exam less than 24 hours in advance will forfeit their appointment and be charged a \$150 seating fee. To reschedule, students should log into their SANS account and click on 'Certification Attempts', 'View Proctor Detail', and then 'Reschedule'. To cancel, students should call the customer service line at 301-654-7267.

Students should be prepared to show two (2) forms of personal ID. Both must have a signature, and both must be current. One of the two must have the student's photo. The ID bearing both a signature and photo must be government-issued.

Students who have questions regarding scheduling a proctored exam, visit <https://www.giac.org/exams/faq>.

Grading System

Students are evaluated by their retention of substantial information, insight regarding the significance of this information, ability to apply it to new situations, and ability to communicate the knowledge assimilated. Grades represent the faculty's evaluation of student competencies in a course. Grades assigned by SANS.edu faculty are derived from a variety of assessment instruments administered by the faculty and/or third-party evaluators, such as GIAC. Each course syllabus contains specifics on the course components used by faculty to formulate a grade for that course. At the completion of each course, grades are calculated and recorded in the student's electronic academic record.

Students must attain not only a required **number** of credits but also a certain **standard** of excellence, which is determined according to quality points.

The number of quality points each grade is worth appears below. The quality points earned in a course are the product of its credit hours times the quality points for the grade received in it. A grade of A earns quality points equal to 4.0 times the credit hours in the course; a grade of B, quality

points equal to 3.0 times the credit hours, and so on. Quality points are computed to two decimal places. They are truncated, not rounded.

Academic standing is determined by the ratio of the total number of quality points received to the total number of credit hours attempted.

Grading Scales

Final course grades are based upon graded assignments during the course using the scale below:

Letter Grade	Grade Points (per credit hour)
A	4.0
B	3.0
C	2.0
D	1.0
F	0.0

A grade assigned for work in a course is not subject to change except in the case of a specific error. Students should address concerns with assigned grades to their student advisor. Student advisors will make good faith efforts to resolve any discrepancies, however, in the event a grading issue cannot be resolved, students should submit a formal request for additional review. The request should succinctly describe the issue and provide any documentation to support a decision.

Incomplete Grades

SANS Technology Institute students are expected to complete a course during the course term. However, upon approval by the Dean of Students office, a grade of "I" (incomplete) may be given when a student has been unable to complete the work of the course due to mitigating circumstances. Students who receive an incomplete will have additional time to complete remaining assignments so that the faculty can replace the grade of "I" with the appropriate letter grade. If the student does not complete the remaining course assignments within the incomplete period, the grade of "I" will be replaced with a grade of "F" for the course.

For standard course terms at the undergraduate and graduate levels, the allowed incomplete period is 30 days. For courses taken using the undergraduate accelerated term, the allowed incomplete period is 19 days.

Requests for incomplete grades should be made to deanofstudents@sans.edu. A request should outline why the student has been unable to complete the course during the course term, including the mitigating circumstance, and indicate the plan to complete the course within the incomplete period. Repeated requests for an incomplete period in an academic year may result in being placed on academic probation. Students with a tuition balance on their financial account (except for those enrolled in a tuition payment plan or income share agreement) are not eligible for an incomplete grade until the outstanding balance is paid.

Withdrawals

If a student withdraws from a course after the start of the course, a “W” will be recorded on the student’s transcript. A “W” is not calculated in the student’s GPA and can be replaced once a student has re-enrolled in the course and successfully completed all requirements. Additional tuition or fees may be incurred as part of re-taking a course under these circumstances.

Students using VA education benefits who withdraw from a course will likely incur a debt for tuition charges or housing allowance and should consult with their student advisor before withdrawing.

Rectifying a Failed Course

Students who initially fail a course will need to retake the course to replace the failure with a passing grade. Students may not begin another course until the failure has been rectified.

GIAC Exam

Students who fail a GIAC exam may purchase a retake exam through GIAC. There is a mandatory 30-day waiting period following the date of the failed exam attempt. Students are required to complete the re-take exam within 60 days from the initial exam failure to maintain satisfactory academic progress. *This GIAC exam retake option does count as a course attempt at the number of credit hours for the original course.*

Degree-seeking students failing more than one exam attempt may be required to retake the entire course. Non-degree seeking students may only retake their final GIAC exam one-time. Once a passing score is achieved, the student’s failing exam grade will be replaced with the new grade in the student’s record.

Cyber Ranges

A student who fails to reach the required level in a cyber range course may retake the course at the cost of a single credit hour. Students should coordinate this retake with their student advisor. Once a passing score is achieved, the student’s failing grade will be replaced with the new grade in the student’s record.

Written Assignments

Turning in sub-standard written work will result in an F for the assignment and an F in the course. In this situation, the student may be permitted, at faculty discretion, to correct and re-submit the assignment within 30 days. If the final submission is still not passing quality, the student will be required to re-take the course. Additional tuition will be incurred as part of re-taking a course under these circumstances.

Academic Policies and Procedures

Attendance

Students are expected to demonstrate continuous progress in meeting course requirements. We encourage students to review the course syllabi for specific attendance and assignment requirements as well as important course deadlines. Failure to maintain regular course participation (meeting substantial course deadlines every 30 days, or weekly in accelerated undergraduate courses, such as making progress on an OnDemand course) may result in students being withdrawn from the course without a refund of tuition.

A student who is unable to attend a course session should contact their student advisor with as much notice as possible. Students should submit any documentation necessary with this advance notice. It is up to the instructor's discretion to allow students to make-up any missed assignments or submit assignments late.

Satisfactory Academic Progress

A student pursuing a degree has made a substantial commitment of time and financial resources. SANS.edu expects that students take this commitment seriously and proceed through their course of studies in a timely manner and with a specific level of demonstrated learning. To remain in good academic standing with the SANS Technology Institute, students must meet measures for satisfactory academic progress (SAP) as defined below and in alignment with federal education guidelines for satisfactory academic progress: US Department of Education regulation 34 CFR §668.34.

	Master's Degree	Graduate Certificate	Bachelor's Degree	Undergraduate Certificate
Initial Course Success	Required	Required	Required	Required
Successful Completion of 2/3 Credits Attempted	Required	Required	Required	Required
Minimum Cumulative GPA	3.0	3.0	2.0	2.0
Minimum Credit Hours Earned Per Year	8	3	19	6
Basis for Review	Annual	Annual	Annual	At the end of each course term

Evaluation of SAP measures occurs at the conclusion of each full year of enrollment, calculated by using the student's start date and subtracting for approved leaves of absence for graduate and bachelor's students, and at the end of each course term for undergraduate certificate students.

Failure to meet these measures of satisfactory academic progress will result in being placed on academic probation.

Graduate Programs

To remain in good academic standing with the SANS Technology Institute, students must meet all of the following measures for satisfactory academic progress (SAP):

1. Successfully complete their first course in the program
2. Maintain a cumulative grade point average (GPA) of 3.0
3. Earn a minimum of 8 credit hours per year for master's programs or 3 credit hours per year for certificate programs
4. Successfully complete 2/3 of credits attempted

Undergraduate Programs

To remain in good academic standing with the SANS Technology Institute, undergraduate students must meet all of the following measures for satisfactory academic progress (SAP):

1. Successfully complete their first course in the program
2. Maintain a cumulative grade point average (GPA) of 2.0
3. Earn a minimum of 19 credits per year for bachelor's programs or 6 credit hours per year for the certificate program.
4. Successfully complete 2/3 of credits attempted

Initial Course Success Requirement

Students must successfully complete their first course in their program of study. If a student fails to complete their first course successfully, they will be deemed to fall short of the SAP policy and will be placed on academic probation.

Cumulative GPA Requirement

Graduate students must maintain at least a cumulative 3.0 official GPA. Undergraduate students must maintain at least a cumulative 2.0 official GPA. GPA is calculated by dividing the grade points earned by the number of credits attempted. Only courses taken through SANS.edu are used in the calculation.

Minimum Credit Hours Earned (Pace)

Students enrolled in master's program must earn a minimum of 8 credit hours per year. Students enrolled in the graduate programs must earn a minimum of 3 credit hours per year. Students enrolled in the bachelor's program must earn a minimum of 19 credit hours per year. Students enrolled in the undergraduate program must earn a minimum of 6 credit hours per year.

The 2/3 Rule for Credits Attempted

Students must also maintain a successful level of course completions. Cumulative earned hours are compared to cumulative attempted hours to determine if a student is meeting this standard. Cumulative attempted hours will include hours associated with each failed and passed course. For example, a student who first fails a course and then retakes and passes it would have 6 attempted hours and 3 earned hours. Students must successfully complete at least 2/3 of the credit hours attempted to be considered as making satisfactory academic progress.

Full-time Student Definition

Students are defined as full-time for a given term based upon federal education guidelines*. At the undergraduate level, bachelor's degree students attempting at least 6 credits during the same 8-week term are considered full-time. The undergraduate certificate program (ACS) does not have a full-time enrollment option. Graduate students are considered full time when attempting 3 credits within a 3-month term, or an equivalent ratio.

*This definition was developed to align with federal education guidelines for full-time student status: US Department of Education regulation 34 CFR §668.2

Maximum Time Frame

Graduate Programs

Students pursuing a Master of Science degree must complete their program within five years. Students pursuing a graduate certificate must complete their program within 30 months.

Undergraduate Program

Student pursuing a bachelor's degree must complete the program within 36 months. Students pursuing an undergraduate certificate must complete the program within 24 months.

Concurrent Academic Programs

Students may pursue multiple academic programs; however, the academic programs cannot be completed concurrently. Students can only be enrolled in one academic program at a time.

Changing Program of Study

Students may only change their program once without reapplying. Students wishing to transfer from one program to another should contact their student advisor to discuss options. After the switch, students have 30 days to register for their next course.

Maximum Enrolled Credit Limits

Generally, students will progress through a program of study one course at a time. Occasionally, course terms may overlap. However, graduate students may not be enrolled in more than 4 credits at any time. Undergraduate certificate students may not be enrolled in more than 3 credits at a time and bachelor's students may not be enrolled in more than 12 credits at a time. Students who can complete courses at a more aggressive pace are permitted to finish a course early and then begin another course.

Course Prerequisites and Recommended Preparation

A **prerequisite** is a course that enhances a student's chance of success in another course. Without the knowledge and skills provided in the prerequisite, a student is highly unlikely to be successful in the course for which the prerequisite is required. Some courses at SANS Technology Institute have prerequisites, to enroll in a class with prerequisites, students will need to satisfy the prerequisites before the course start date. Course credits or waivers approved during the admissions process can satisfy a course prerequisite. SANS Technology Institute enforces all course

prerequisites that are listed in the Undergraduate Course Catalog and Graduate Course Catalog. Any exceptions to the listed prerequisites must be approved by the Dean of Students Office.

Recommended preparation is a course or body of knowledge that increases a student's chance of success or learning value in another course. It is advised, but not required, before course enrollment.

Additional Electives

Students in programs that include elective options may choose to take up to two additional electives. The courses must be approved electives within their program curriculum. Refer to the Course Catalog for a list of approved electives by program. Note that electives must be taken in course order listed for any given program and completed within the allowed maximum time frame.

Academic Achievement

Graduation Requirements

Master's Degree

To be eligible for a master's degree, candidates must satisfy the following requirements:

1. Successful completion of all required courses within five years
2. A cumulative grade point average of 3.0 (B) or higher
3. Fulfillment of all financial obligations to SANS Technology Institute

Post-baccalaureate Graduate Certificate

To be eligible for a post-baccalaureate graduate certificate, candidates must satisfy the following requirements:

1. Successful completion of all required courses within 36 months
2. A cumulative grade point average of 3.0 (B) or higher
3. Fulfillment of all financial obligations to SANS Technology Institute

Upper Division Undergraduate Certificate

To be eligible for an upper division undergraduate certificate, candidates must satisfy the following requirements:

1. Successful completion of all required courses within 24 months
2. Successful completion of all required courses within 150% of the length of the program
3. A cumulative grade point average of 2.0 (C) or higher
4. Fulfillment of all financial obligations to SANS Technology Institute

Bachelor's Degree

To be eligible for a bachelor's degree, candidates must satisfy the following requirements:

1. Successful completion of all required courses within 36 months
2. Successful completion of all required courses within 150% of the length of the program
3. A cumulative grade point average of 2.0 (C) or higher
4. Fulfillment of all financial obligations to SANS Technology Institute

Academic Distinction

The SANS Technology Institute recognizes the commitment to excellence of our highest achieving students to further distinguish those students who are becoming leaders in the cybersecurity community.

Honors

We grant academic Honors to our Undergraduate and Graduate certificate students who have earned at least a 3.75 GPA upon program completion.

Dean's List

Our Dean's List acknowledges bachelor's and master's students who have earned at least a 3.75 GPA as well as at least 12 credits (bachelor's students) or 6 credits (master's students) during the previous semester cycle.

Distinction

In recognition of the highest academic achievement, we award the *Bachelor's Degree with Distinction* to students who have earned at least a 3.75 cumulative GPA upon completion of a bachelor's program. Distinction is noted on both the transcript and diploma.

Assante Scholar

Mike Assante was the founder of the Industrial Control Systems (ICS) curriculum, ICS and SCADA Lead, and Director of Industrials and Infrastructure at SANS Institute. A pioneer in the field of industrial control system cyber security, Mike made a long list of remarkable contributions to the advancement of critical infrastructure system design, threat intelligence, detection, mitigation, and incident response capabilities within the ICS community. Mike passed away on July 5, 2019, but his legacy is one of innovation, relentlessness, and integrity. He had a profound impact on the security of our critical infrastructure. Each year, in recognition of Mike's legacy, the Assante Scholar award is granted to an eligible candidate from each undergraduate and graduate program with an ICS option.

Eligibility requirements:

Undergraduates in the certificate program who choose to focus in ICS, have a cumulative GPA of 4.0 and obtain a 90 or higher on the GIAC GCISP exam are eligible for consideration. Undergraduate students in a bachelor's program who take at least two ICS courses during their program, have a minimum cumulative GPA of 3.5, and an "A" with a 90 or higher on the GIAC exam in each ICS course are eligible for consideration.

Graduate students in the Industrial Control Systems Graduate Certificate who graduate with a cumulative GPA of 4.0 are eligible for consideration. Graduate students in the master's program with a focus on Industrial Control Systems, a minimum cumulative GPA of 3.5, and an "A" in all ICS courses are eligible for consideration. To be eligible for this award, at least two of the ICS-specific courses must be taken during the graduate program enrollment.

Academic Probation and Dismissal

Academic Probation

Academic probation is a warning that a student's performance is falling below the institution's requirement for satisfactory academic standing. Probation allows SANS.edu to provide clear steps that the student must meet to improve their academic standing.

Students will be placed on academic probation for the following reasons:

- Failure to meet the school's requirements for satisfactory academic progress at annual review (graduate students) or at the end of each course term (undergraduate students).
- Failing to successfully complete first course in program of study.
- Failing the same course twice
- Failing the same GIAC exam twice
- Prolonged periods of non-enrollment. Master's students will be placed on probation after 3 months of non-enrollment. Graduate certificate students will be placed on probation after 9 months of non-enrollment. Bachelor's students will be placed on probation after 3 months of non-enrollment. Undergraduate certificate students will be placed on probation after 6 months of non-enrollment.

Students will receive an email notification when they are placed on academic probation. This notification will include specific probation terms that must be met by specific deadlines. Students must follow and complete their approved probation terms and academic plan of study to be removed from a probation status. Failure to meet probation terms will result in the initiation of dismissal procedures. When probation terms are successfully met, continuing probation terms may be assigned until a student is back in good academic standing. Students only come off probation when they have achieved satisfactory academic progress for their program. It is the responsibility of every student to monitor their academic progress and to be aware of the requirements of their program and the SAP standards.

Academic Watch for Bachelor's and Master's Degree Students

Bachelor's and master's degree students will receive a bi-annual academic check. These checks will alert students who may be approaching, or are already below, the minimum requirements for satisfactory academic progress. These students will go on an "academic watch" status that will help both the student and their advisor be proactive in avoiding academic probation at their annual academic review.

Dismissal

Students will be subject to dismissal for the following reasons:

1. Failing to make satisfactory academic progress
2. Failing to meet the terms of conditional admittance
3. Failing to meet the terms of academic probation
4. Engaging in illegal/unacceptable behavior

The SANS Technology Institute may initiate an administrative dismissal in the event of extended inactivity or non-payment.

Students will receive an email notification, including effective date, when they are being dismissed from the school. Please see the refund policy for refunds on tuition payments made.

Withdrawal, Leave of Absence and Readmission

Withdrawal Policy

A student who chooses to withdraw from the Institute must notify their student advisor in writing as soon as is reasonably possible. After the request has been received, the student's record will be updated to reflect the date of withdrawal. Students who withdraw while enrolled in a course will receive a 'W' on their transcript for that course.

Leave of Absence Policy

Students are expected to maintain regular progress in their program of study. However, it is sometimes necessary for a student to take a leave for a period of time, for purposes of national service, serious illness, or material personal or financial difficulties. The determination of "material" will be the sole responsibility of SANS Technology Institute administration.

A student taking a leave of absence must declare a firm and time-bounded intention to return by a certain date. A leave of absence requested while enrolled in a course does not qualify the student for any refund of tuition for the course in progress. Please see refund policy on tuition payments.

SANS.edu is committed to handling reasonable requests for leaves in a responsible manner. This policy may not be used in lieu of disciplinary action to address any violations of Institute rules, regulations, policies, or practices. A student who is granted a voluntary leave while on academic and/or disciplinary status will return to that same status upon return to the Institute. A student may not request a leave of absence following a notice of dismissal.

A student who requests and is approved for a leave of absence while enrolled in an ongoing SANS.edu course will be withdrawn from the course and may receive a grade of "W." The student will be required to re-register for that course upon returning to active status, subject to any alternative plan approved by the Dean of Students Office. Additional tuition or fees may be incurred as part of re-taking a course under these circumstances.

Students on a leave of absence will **not** earn credit in a SANS.edu program should they attend SANS classes or take GIAC exams while their leave of absence is in effect.

A student who is granted a leave of absence will still be required to complete all degree requirements; however, a leave will extend the program by the length of the approved leave of absence.

Except where a leave is mandated by compulsory national service, the duration of the leave generally will be a maximum of twelve (12) months. An extension or reduction of the leave period may be granted for good cause, as determined by the Dean of Students Office.

Procedure for Applying for a Leave of Absence

1. The student should discuss a leave of absence with their student advisor.
2. The student must complete the Program Status Change Form (<https://www.tfaforms.com/4962729>) which includes submitting a formal letter, along with supporting documentation.
3. If the student is seeking a leave due to a medical or psychological condition, SANS.edu may require the student to submit a letter from his or her health provider substantiating the need for a leave of absence and a similar letter from a health care provider indicating fitness to re-enroll when returning to start coursework.
4. The student will be notified in writing with the approval or denial of the request. If the request is approved, the terms and conditions of the leave shall be set forth in the approval notification.
5. The student’s advisor will contact the student at the end of the leave of absence to make a plan to re-enroll.
6. A student who fails to register for classes within 30 days (1 month) after the end of their leave of absence will be placed on academic probation.

Circumstances	Documentation Required
Student’s illness, injury, hospitalization, or disability	Written documentation from health care provider on letterhead detailing: <ul style="list-style-type: none"> • Approximate date of onset of the illness, injury, or disability • General nature of the illness, injury, or disability • Healthcare provider’s release to return to school • Prognosis for being able to meet SAP standards
Illness, accident, or injury of a significant person in the student’s life	Documentation (i.e., physician’s statement, police report, or documentation from a third-party professional) relating to the individual for whom the student provided care or support
Military deployment	Copy of active-duty orders
Death of a family member or significant person in the student’s life	Copy of the obituary or death certificate
Student’s own divorce or separation	Attorney’s letter on letterhead, petition for dissolution, or copy of divorce decree
Victim of a violent crime or natural disaster	Provide a written statement on letterhead from a professional involved in the situation and/or other supporting documentation

Readmission After Dismissal

Students who withdraw or are dismissed from a [SANS.edu](https://www.sans.edu) program want to later return to [SANS.edu](https://www.sans.edu) for the same or a different program will need to meet and follow the steps below.

Eligibility to be readmitted:

- Students must wait at least 1 year before reapplying.
- Students who failed a course in their previous program and wish to return to complete the same program must have retaken and passed that course to be eligible to reapply.
- If readmitted, students who withdrew from a course will be required to restart that course as their first course.
- Students must meet the current application and admission requirements.

Once eligible to reapply to a SANS.edu program, students will need to submit a new and complete application to the new program. Students must include the readmission addendum with their new application. Contact the Admissions team by emailing info@sans.edu to get the addendum and discuss reapplying to SANS.edu.

The Admissions Committee will review all readmission applications in the normal round of reviews, found on the admissions websites (<https://www.sans.edu/admissions>). Students may be conditionally readmitted, per the Admissions Committee's review.

Complaint/Grievance Procedure

SANS Technology Institute is dedicated to providing an outstanding educational experience during your time as a student with the college. If you encounter an issue during the course of your studies, please follow the steps below to ensure that your issue is resolved in a prompt and fair manner.

Step 1: Contact your student advisor

We encourage students to first contact their student advisor to seek guidance or resolution for a issue. Issues such as access to course material, receipt of course books, or problems processing a course registration can often be resolved easily by a student advisor.

Step 2: Contact the Dean of Students Office

If your student advisor is unable to provide a resolution to the issue, contact the Dean of Students Office at DeanofStudents@sans.edu.

The following are examples of types of complaints that can often be resolved in this step.

- **Administrative complaints**, such as issues registration, billing, advising, Title IX, and ADA accommodations
- **Academic complaints**, such as issues with grading, or interactions with student advisors, faculty, or research advisors
- **Probation or dismissal appeals**, an appeal against academic probation or dismissal within 30 days of notice. If you are appealing academic probation or you must demonstrate: a. Extreme or unusual circumstances beyond your control that caused failure to meet the minimum standard, and; b. Resolution of the issue(s) that caused the deficit, and; c. Assurance that the issue(s) will not affect your performance in the future.

Students should expect a response regarding complaints within 5 business days of receipt.

Step 3: File a formal complaint

After exhausting the informal resolution process, you may file a formal complaint. A formal complaint will initiate an investigation of your concerns, a formal process to determine whether any college policies have been violated, and if so, what the appropriate outcomes would be. To file a formal complaint, write a letter providing a detailed explanation, including supporting documentation, of your complaint, and submit it to the Provost's Office at Provost@sans.edu. You will receive written notification of the final decision within two weeks of receipt. All decisions are final.

Step 4: External appeal

A student who is not satisfied with the outcome of their formal complaint with SANS Technology Institute may elevate the complaint (except for complaints about grades or student conduct violations), within two years of the incident, to the following external bodies.

- First, appeal to Maryland Higher Education Commission (MHEC). MHEC contact information is located at <http://mhec.maryland.gov/About/Pages/contactus.aspx>.
- If satisfactory resolution is not obtained via MHEC, students residing outside of Maryland may, as a final option, elevate their appeal to the National Council for State Authorization

Reciprocity Agreements (NC-SARA), of which the SANS Technology Institute is a member for the purposes of regulating students outside of Maryland. NC-SARA contact information is located at <https://nc-sara.org/contacts>.

Students should be aware that, as per SANS Technology Institute, MHEC, and SARA agreement, complaints against an institution operating under SARA must first go through the institution's own procedures. Complaints regarding student grades or student conduct violations are governed entirely by institutional policy and the laws of MHEC.

Final step: Closing the loop

As part of SANS Technology Institute's commitment to institutional improvement, complaints are collected and reviewed quarterly by the Curriculum, Academic, Faculty, and Student Affairs (CAFSA) Committee.