



South Gate

Creative Writing School

The art and business of storytelling



Policies and Procedures



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Policies and Procedures

South Gate Creative Writing School's policies and procedures cover a range of topics from the work environment to tuition payments and disciplinary actions. Unless otherwise noted, it is always the Director's responsibility to ensure that the policies are implemented. South Gate's policies and procedures are always discussed, and possibly revised, for the annual Study Board meeting.

Work Environment

South Gate aims to always be a welcoming, nurturing work environment, for both staff and students. To this end, South Gate embraces equality and diversity. Every student and faculty member is to be treated fairly and equally regardless of ethnic background, gender, disability, religion, belief, sexual orientation, age, and so forth. No forms of bullying, harassment, victimization, or inequality are tolerated.

Hybrid Classroom

South Gate offers a hybrid classroom environment in which classes are taught on campus while streaming online on Zoom.

- Instructors are expected to teach *on campus* unless a special arrangement has been made for cases in which the instructor lives outside of Denmark.
- Students have the privilege of attending on campus, online, or both.

South Gate utilizes an annual questionnaire to students regarding this hybrid format to answer and evaluate this hybrid environment to assess if it is important for the student's learning and success as well as investigating the reasons why some students may choose to use this format.

Workplace Assessment

The purpose of the workplace assessment form is to assess South Gate as a workplace and to document the condition under which the faculty works with the goal of improving and fostering a collegial and creative environment. This assessment asks faculty and staff to assess two areas:

Condition of the Environment: The condition of the environment in which they work, for example, do they sit still for most of the day, is there anything they need help with, do they have too many tasks or are they too busy, is there a heavy burden to empathize with others, are they at risk for assault or threats, are they bullied, is it too hot or cold, is the air quality good, are there any risks in the environment that could cause injury

Teaching Courses and Student Interaction: Relating to the courses they teach and interactions with students: how has attendance been, has the syllabus changed or needs adapted/updated, would they teach the course again, were there any tech problems, were they able to problem solve on their own, how confident are they in running their classes on their own with the hybrid environment, are students doing their homework, are the students adequately prepared, and what do they need from South Gate in terms of support to make courses better.



Tuition Payment Policies

South Gate is a tuition-based, for-profit school and as such all enrolled students must pay tuition to maintain an active academic status, be allowed to participate in classes, have access to school facilities (buildings, learning materials, software, and anything else owned and operated by South Gate).

Deposits

When a prospective student is accepted to South Gate, they must pay a non-refundable deposit in the amount of one month's tuition. This deposit is applied to the student's final month (month #48; or in other words, June payment of Semester 8) and is otherwise non-refundable.

If the student drops out before they graduate, this deposit is used for administrative fees involved in their application process, software, books, clubs, administrative costs that the student incurred while at South Gate. These administrative activities include but are not limited to:

- Setting up/closing down email
- Setting up/closing down a Dinero Account
- Setting up and removing from classroom and classroom materials etc.
- Finalizing transcripts

Tuition Payments

Tuition is based on annual, school-year payments (fall and spring semesters). To make payments easier for students, South Gate can agree to send invoices on a monthly basis (July 1-June 1). This does *not* mean that South Gate is a subscription-based school, however, and payments will be expected as outlined below.

Annual Payments: Students may pay their annual tuition in one payment and receive a 5% discount (but this discount cannot be used in conjunction with any other discounts for example early-bird enrollment; work-study program; scholarship, etc)

Semester Payments: Students may pay their semester tuition in one payment and receive a 2.5% discount (but this discount cannot be used in conjunction with any other discounts for example early-bird enrollment; work-study program; scholarship, etc)

Monthly Payments: Students may pay their semester tuition in 12 monthly payments and do not receive a discount.

Tuition Payments Expectations

If a student starts a school year, they are expected to pay the tuition for the two semesters that make up the school year (fall and spring semesters).

Definition of Semester Start

- A student is considered enrolled for the school year if:
 - They have paid one of twelve months tuition for that year and/or;



- They have accepted the invitation to join any of the core courses in the Google classroom.

Deferred Payments

In case of documented illness or similar situations, South Gate may defer payment for as much as up to six months. After this grace period, the student must meet the missing payments or take an academic withdrawal.

Tuition Payment Failure

If a student does not meet their tuition payment, the Operations Manager gets in touch with them within fourteen days of missing payment to find a pragmatic solution to accommodate the student.

If the student fails to fulfill the agreement reached with the Operations Manager, the student will be removed from the school's learning materials and the remaining payment, as specified above, will be sent to a collection agency.

Student Dropout Procedure

If a student decides to terminate their studies at South Gate, they must submit a letter of notification to the Admissions Board. A formal email must be sent to: admin@southgateschool.dk. A student can never drop out based on a verbal agreement, nor can a student be expelled based on a verbal agreement. All terminations must be in writing.

The student will be unenrolled immediately from the Google Classroom, email distribution, message boards, and the like.

In cases where a student must drop out due to unforeseen circumstances, such as a medical emergency, or military deployment, the situation will be reviewed on a case-by-case basis to determine if a refund is appropriate.



Procedures for Complaints

If a dispute arises at South Gate, the situation will be dealt with as expediently and sensitively as possible, to ensure that all parties may move forward.

Forms of Complaints

There are four types of complaints that may be brought forward by any individual at South Gate:

- **Student v. student:** a student may bring a complaint against a fellow student for issues covered in the student code of conduct.
- **Student v. faculty:** a student may bring a complaint against a faculty member for issues covered in the faculty code of conduct.
- **Faculty v. student:** a faculty member may bring a complaint against a student for issues covered in the student code of conduct.
- **Faculty v. faculty:** a faculty member may bring a complaint against a fellow faculty member for issues covered in the faculty code of conduct.

Students and faculty cannot bring a joint complaint but must bring individual complaints. Complaints may vary widely but may include breach of code of conduct, academic dishonesty, violence or threats, illegal activities, misconduct, harassment, bullying, discrimination, campus/classroom disruption, falsification of records, non-academic misconduct, and more.

Complaint Procedure

No matter the form of complaint, the procedure remains the same.

Mediation

First, the matter is brought to the Operations Manager to clarify, mediate, and possibly resolve the issue.

Filing a Formal Complaint

If the complainant wishes to pursue their complaint after this meeting, they have one week to write up and submit a report to the Director, who reads and then forwards the complaint to the accused party, who has one week to write a response to the complaint.

If the accused party does not or chooses not to respond, the Director decides the complaint.

Disciplinary Committee

Upon receipt of the response from the accused party, the Director forwards both responses to a Disciplinary Committee. The Disciplinary Committee has two weeks to assess and discuss the matter, make a decision, and write up a recommendation to the Director. South Gate agrees to provide a neutral meeting space and pay for costs incurred.

Results for Students

The Disciplinary Committee may make the following recommendations for the Director to issue:



- **Warning:** the student is issued a warning to desist in their behavior. No further disciplinary measures are taken.
 - But any further complaint resulting in favor of the complainant about the same or similar behavior may result in a harsher recommendation; for example, a one-semester suspension or the student being removed from the complainant's courses or other reasonable decision.
 - The student is still responsible for paying their annual tuition.
- **Suspension, one semester:** the student will be suspended from all courses and exams in the current semester. If the complaint comes in the final two weeks of classes, or later, in a semester, the suspension will pertain to the next semester. The student is still responsible for paying their annual tuition.
- **Suspension, one year:** the student will be suspended from all courses and exams in the current and next semester. If the complaint comes at the end of a semester, the suspension will pertain to the two next semesters. The student is still responsible for paying their annual tuition.
- **Expulsion:** the student will be permanently expelled from South Gate. They will have to pay tuition for the remainder of the year. The student is still responsible for paying their annual tuition.

Results for Faculty

The Disciplinary Committee may make the following recommendations for any complaint pertaining to faculty:

- **Warning:** The faculty member is issued a warning to desist in their behavior. No further disciplinary measures are taken, but any further complaint about the same or similar behavior will automatically result in at least a removal.
- **Removal:** The faculty member will no longer teach the student involved in the complaint. The Director and Operations Manager will work together to find a substitute teacher.
- **Dismissal:** The faculty member is recommended for dismissal. The Director does not have to follow this recommendation but must at least remove the faculty member from contact with the student involved in the complaint and must work with the Executive Manager and the faculty member on how to move forward in a meaningful manner.

Appeals

A student or faculty member may appeal any decision by the Disciplinary Committee once per complaint. In this case, the Operations Manager and the Director decide if the appeal has merit or not. In case the appeal has merit, the Director forms a new Disciplinary Committee and forwards all information from the previous hearing plus the appeal to the Committee. The decision made by the new Disciplinary Committee stands.

Disciplinary Committee

In cases when a disciplinary Committee is needed to decide a complaint, the Director reaches out to a minimum of two external, neutral civilians who are not employed at South Gate and



have not been directly involved in the complaint nor have they had direct teaching contact with the involved parties in a course at South Gate.

Please note: The Disciplinary Committee is independent of the South Gate Executive Team, and The Director will not be appointed to this committee.