Welcome to The Creative Circus!

This handbook is just one way we hope to inform you and to help you adapt to our unique educational environment. We want you to feel comfortable here, to participate in school activities and to use our facilities for your educational advancement. Please feel free to seek the advice and counsel of the administration and faculty in any matter that concerns you.

We recommend that you keep this handbook on file for future reference.

Our goal is to be the finest creative school in the world. To achieve this goal we offer optimum training and career preparation in Art Direction, Copywriting, Design, Interactive Development, Interactive Design and Image. This training enables our graduates to be recognized as the best-prepared new creatives in the industry. The Creative Circus relies on the expertise, dedication and goodwill of working professionals who teach here to achieve this lofty recognition. Our instructors are dedicated to developing each student’s individual abilities to prepare him or her for the competitive work environment that follows graduation.

At The Circus, students are our business. We care about the individual and assist each student in achieving his or her full potential, both academically and personally. We strive to foster an atmosphere of mutual respect, fairness and concern for the individual.

We’re glad you’re here!

David Haan
Executive Director
Dear Students,

Thank you for choosing The Creative Circus to help you launch your career in Advertising (Art Direction & Copywriting), Design, Interactive Development, Interactive Design or Image (Photography). We’re really glad you’re here and we look forward to getting acquainted.

Whether you’re new to Atlanta or a native, getting oriented to a new environment takes time. How much time, is usually an individual thing.

This Student Handbook is meant to try to help you get into the groove of work and play at the Circus. We admit the language can be daunting. Uh, that means it’s kind of stiff in some places. There’s a reason for that. Creative people tend not to be good at writing things that might set a legal beagle’s heart all a-flutter. But in this case it’s necessary for clarity.

So while this may not consistently read like a Hallmark card, just know that we’re happy you’re at The Creative Circus and we’re honored to be working with you.

Sincerely,

Norm Grey
Executive Creative Director
Connect

Calendars for iCal or Outlook
Subscribe to our school calendar and you will be up-to-date on all events and receive reminders of important dates. Information about forums, new podcasts, industry events, registration deadlines and school events is here.

Facebook Fan Page
All things Circus. We love to feature current student work and shots of student life. Check out our page to connect with your fellow classmates and learn more about what’s happening in the creative world.

Twitter
Tweet tweet tweet. Follow us and we’ll follow you.

Podcast
Advertising Department Head, Dan Balser, keeps us in-the-know with interviews of industry folks. It’s irreverent and enlightening. Plus, you may learn something.

Flickr
Showcases recent work. We’d love to showcase YOUR work here!

YouTube
Not only can you watch videos here, but you can also post your own videos on our channel to get more exposure to your creative endeavors. Keep it clean or we’ll yank it.

Vimeo
Just like YouTube, only it’s Vimeo.

Circus Catalog
Wouldn’t it be cool if there were a place online that held all those policies and procedures and official school rules? Oh wait, there is! It’s right here.
Who’s Who

Executive Staff
David Haan
Executive Director
Chief Operating Officer and principal administrator of The Creative Circus. Information regarding overall operations of the campus should be addressed to the Executive Director.

Norm Grey
Executive Creative Director
Founder, mentor, and instructor.

Janie Belden
Director of Education
Responsible for description of academic programs, facilities and faculty, data on student retention, numbers and percentages of students completing programs, academic standards of progress, transfer credits from other institutions and students with disabilities.

Carolann Robinson
Director of Admissions
Oversees the Admissions Team who actively recruits, interviews, and enrolls students of high caliber for admission to the school.

Kristin Martin
Director of Career Services
Oversees assistance with securing employment upon graduation including events (Forums, Portfolio Reviews) preparation, preparation for interviews and information on graduate placement and employment demographics.

Department Heads
Each discipline has a program director that oversees the program to include teaching, interviewing potential teachers, curriculum review and mentoring the students within the program.

Dan Balser
Advertising Department Head

Mason Brown
Interactive Development and Interactive Design Department Head

Colleen Finn
Senior Advisor – Design Studies

Ron Moore
Design Department Head

Greg Strelecki
Image Department Head

Jennifer Mageau
Art Direction Department Head

Paul Korel
Senior Advisor - Copywriting

Management Team
James Marcellana
Facilities & Technology Manager
Any facility questions or issues involving security, safety, hardware and software are the responsibility of the Facilities & IT Manager.

Finny Moore
Student Services Manager
Responsible for housing and transportation information, student events, community programs, assistance with locating part-time employment while in school and various in-house, regional, national and international student competitions.

Andrew Phelps
Business Office Manager
Oversees tuition balance payments due and received, refund policy, staffing and vendor management.
Management Team (continued)
Shontaeya Dixon  Financial Services Manager
Manages description of financial aid programs, rights and responsibilities of financial aid recipients, means and frequency of payments, financial aid awards, terms and schedules of student loan repayment, scholarships and general terms and conditions of financial aid.
Amanda Vance  Digital Marketing Manager
Responsible for all Creative Circus online assets, including the website, email and social media profiles.
Kathryn Harmon  Event Marketing Manager
Oversees development and implementation of all support materials, events, and promotion for marketing communications and public relations.
Andrew Harper  Chief of Security
Manages the security team and oversees the safety of everyone in the building and on the premises.

Admissions Department
The Admissions Department is responsible for recruitment and enrollment of new students from the time they inquire until they start school.
Carolann Robinson  Director of Admissions
Debra Bailey  Admissions Representative
Kristin Marshall  Admissions Representative
Meredith Lindale  Admissions Representative

Support Staff
Megan Houseman  Career Services Coordinator
Melaney Johnson  Registrar
Andrea Lapinski  Front Desk, Admissions Coordinator
## Calendar

A current calendar can always be found on our website: About Us>Calendar of Events

<table>
<thead>
<tr>
<th>Winter</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
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<tr>
<td>Registration - New</td>
<td>1/3</td>
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<tr>
<td>Classes Begin</td>
<td>1/7</td>
<td>1/6</td>
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<tr>
<td>End of Drop/Add Period</td>
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<td>Registration - Current Students</td>
<td>3/5-3/6</td>
<td>3/4-3/5</td>
<td>3/3-3/4</td>
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<tr>
<td>Quarter Ends</td>
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<td><strong>Spring Quarter</strong></td>
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<td>Registration – New</td>
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<td>Classes Begin</td>
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<td>End of Drop/Add Period</td>
<td>4/12</td>
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<td>Good Friday Holiday</td>
<td>3/29</td>
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<td>Memorial Day</td>
<td>5/27</td>
<td>5/26</td>
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<tr>
<td>Registration – Current Students</td>
<td>6/4-6/5</td>
<td>6/3-6/4</td>
<td>6/2-6/3</td>
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<tr>
<td>Quarter Ends</td>
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<td>Summer Break</td>
<td>6/24-7/7</td>
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<td><strong>Summer Quarter</strong></td>
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<td>Independence Day</td>
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<td>Classes Begin</td>
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<td>End of Drop/Add Period</td>
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<td>Labor Day</td>
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<td>Registration – Current</td>
<td>9/3-9/4</td>
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<td>9/1-9/2</td>
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<td>Quarter Ends</td>
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<td>Fall Break</td>
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<td><strong>Fall Quarter</strong></td>
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<tr>
<td>Registration – Current</td>
<td>12/3-12/4</td>
<td>12/2-12/3</td>
<td>12/1-12/2</td>
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<td>Quarter Ends</td>
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<td>Winter Break</td>
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<td>12/24-12/25</td>
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<td>New Year’s Day Observed</td>
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School Hours

There are two entrances to The Creative Circus. One is the main door for administrative offices (through which you probably entered for Orientation), and the other is the student entrance. Each door requires a key card, which will unlock the doors during the following hours:

Administrative Office Hours
Mon-Thu 9:00 A.M. - 6:00 P.M.
Fri 9:00 A.M. - 4:00 P.M.
Sat By appointment

Student Hours
Mon-Fri 8:30 A.M. - 11:00 P.M.
Sat 2:00 P.M. - 11:00 P.M.
Sun 3:00 P.M. – 11:00 P.M.

Exceptions:
1. During the last two weeks of each quarter, the school is open 24/7 to allow students to prepare for Panel Reviews. Security is on site during this time as well as student workers in case someone slices a hand open with an Exacto blade.

2. During breaks between quarters, students’ key card access is disabled. If students want to use the labs or facilities, they should show up during business hours and plan on leaving before the staff goes home.

Holidays
Observed school holidays when the entire school is closed are Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Thursday and Friday, Christmas Eve and Christmas Day and New Year’s Day.

School Closing
If the institution is closed due to bad weather, or for any other reason determined by the Executive Director, announcements will be made via 11Alive.com, and WXIA-TV Channel 11. In addition, a notice will appear on our website.
Technology and Facilities

Student Email
All students will need to use their Creative Circus email in order to utilize Lynda.com. Your email will be your legal name, used in this format: firstname.lastname@atlanta.creativecircus.edu. Before you can receive any educational discounts or register for Lynda.com you must connect to your email and verify that it works:

1. Simply navigate to: online.creativecircus.edu.
2. Your username should be firstname.student number (located in the upper left corner of your class schedule.)
3. Your default password should be your student number.
4. Once there, hover the mouse over Online Resource in the top right corner (HOVER – don’t click!)
5. A panel of options should appear. Click the Email Inbox.
6. Log in. Your user name should be firstname.lastname@atlanta.creativecircus.edu.
7. Your default password should be your student number.

All issues connecting to your email can be solved by phoning our helpdesk at 1-855-DELTAIT. Local Circus staff do not have the ability to reset or change passwords.

Lynda.com accounts
A benefit you receive as a student at The Creative Circus is unlimited access to training provided via Lynda.com. In order to gain access you must first verify that your circus provided email works. The registration/validation process must occur at school and using the schools provided Internet access via WiFi or lab computer. Future access to Lynda.com can be done from any Internet provider at any location worldwide.

Parking
Free parking is available to students in the school parking lot. Please refrain from parking in any area other than a designated parking spot. If you park over in Lambert Place (the building next door) or across the street, they will tow you. They like us, but they like their parking spots more.

Snack Area
Vending machines, soda machines, microwave, refrigerator, tables and chairs are available for student use. Remember that your mother doesn’t work here, and when you leave a mess, it stays a mess. Clear your old food out of the fridge before it gets funky.
Media Services
The Library is available Monday through Thursday from 1:00 P.M. - 5:00 P.M.

Photography Equipment
Students who have completed a basic lighting class may check out photo equipment for use at our discretion. The Photo Equipment Closet is open daily Monday through Thursday from 12:30 P.M. – 1:15 P.M. A student worker will check out equipment you need. If you know ahead of time that you need something specific, please reserve this item, as some popular items may not be available the day you show up. Items can be checked out for 48 hours at a time. Any damage or loss of equipment is the responsibility of the student who checked it out.

Lost & Found
The school is not responsible for lost or stolen property. If an item is found, drop it off at the front desk and we will hang onto it for 30 days to see if someone claims it. Items not claimed will be discarded after 30 days.

WiFi
The Creative Circus has Wi-Fi for personal computers and handheld devices. The password is located on doorframes around the school.

In a creative environment, we understand that you will need access to loads of weird and wonderful websites; sometimes with questionable content. We are a school, so we limit access to anything obviously offensive. But should you find yourself in need of a site for a project that is blocked, simply email our Technology Manager and he will consider your request and open up access in most cases for the time that you need the access to the site.

We ask that you don’t load up the airwaves with streaming content (watching movies, streaming music, etc.) because a lot of that can slow things down for the other folks trying to use the interwebz.

Printers
We have two Canon enterprise printers.

1) Black and white prints are FREE.
Canon ImageRunner 3245 black/white printer-copier which contains 8.5”x11” Letter and 11”x17” tabloid sizes
2) Color prints are NOT FREE (Students and faculty will be charged for output on this printer by using a pre-purchased copy card which you can purchase at the front desk.).

*Canon ImagePress C1* Color printer/copier which contains 8.5”x11” Letter and 11”x17” tabloid sizes

Instructions for connecting to these printers varies occasionally so please see the instructions located near each printer in room #68 or ask a staff member or the Technology Manager.

**Printing From the Labs**

All computer labs are setup to allow printing to both Circus printers. Simply choose B/W Printer or CanonImagepress for color prints.

Color print files are then stored on the computer adjacent to the color printer and will be released when you choose the job to be printed and insert your copy card.

**Purchasing a Copy Card**

Copy cards are sold in $20 increments from the front desk during the hours posted. Cash and checks are the only forms of payment accepted for copy cards. Should you be in dire need of one after business hours or outside of the selling window, your best bet would be to print off site at a print shop. Our advice is to PLAN AHEAD. Purchase a few of these so you have them on hand if you need one at 2:00 A.M. during 24 period.

**Flushables**

The plumbing at The Creative Circus is rather delicate and all students need to treat it with a lot of tender loving care. Please note that the ONLY flushable product is toilet paper. It’s meant to break down in water. Other paper products such as facial tissue, paper towels, napkins and baby wipes should not be flushed because, while they may go down out of sight, they could be building up in the pipes and can end up causing a blockage. And what happens when there is a blockage? The whole school smells like sewage and we call the plumber.

What is not a Flushable?

Cotton balls, tampons, tampon applicators, sanitary napkins, condoms, baby wipes, booty wipes, paper towel, paper napkins, sweatshirts, socks, Q-tips. If it’s not toilet paper, don’t flush it!
ID Key Cards
We have a secure environment here at the Circus. We do our best to secure your stuff and our people. That’s why the doors are locked, and it’s why we are strict about the ID badges. Photographs for student IDs/key cards will be taken at Orientation and distributed to all new students during the first week of each quarter for no charge. Every student should have an ID key card. It’s what gets you in the secured doors and allows you to check out equipment and media materials. Lost, forgotten or stolen IDs must be replaced with a new ID, which will set you back $25.

If you show up with a guest, your buddy will need a temporary ID card and a photo ID to get one.

If you lose your ID badge, remember it’s also a key to our building, so notify the Facilities Manager right away so it can be deactivated.

Safety/Security
Although the Creative Circus campus is a secure one, we encourage all students to practice common sense safety measures. Don’t leave valuables in your car. Period. There have been instances of theft in the parking lot and there is little the Atlanta Police Department can do to recover your laptop with all your files or your very expensive camera once it’s gone.

There are security cameras throughout the parking lot, but they are not a substitute for your own awareness. When working late hours at the school, walk in groups to and from your car. Pay attention.

Any crime should be reported immediately to our Facilities Manager. A copy of our annual crime report is on file in the facilities office.

Computer Labs
You will not be permitted to use the computer labs or the network until a signed copy of the Computer Lab Rules Acceptance is returned. The information acquired from this document will be the basis for login to the server and network services at a future time.

Hours of Operation
The computer labs at The Creative Circus are open during normal school hours. Classes may be held in the labs so, if you notice a large number of folks in the lab, please ask before you begin using a computer. Classes based in a computer lab have priority.
Help!
The Creative Circus has a designated Technology Manager responsible for the functionality of the lab computers, its environment and the student network. Hours of availability are posted on the door of room #74. Any questions, permissions, problems, requests or issues relating to the computer labs should be directed to this person. He/she will also be responsible for enforcing the guidelines listed herein.

Use of the Computer Labs
The computing facilities at The Creative Circus, in connection with instruction, research and public service activities are intended solely for use by students, faculty and staff authorized by The Creative Circus.

Authorized users shall not use computing facilities for the following:

- Financial gain or any profit-making or commercial activity.
- Any activity that is illegal under federal or state law (including, but not limited to participation in chain letters, obtaining or attempting to obtain unauthorized access to any computing facilities or the unauthorized copying of copyrighted and other proprietary material), for any activity that would violate the integrity of the network, or for any activity which is obscene or defamatory.

YOU MAY NOT

a. Bring food or beverages into any computer lab.

b. In all cases in which disciplinary suspension or dismissal could result, the student will be notified by certified mail of the nature of the charges and grounds against him/her and the time and date of the hearing. The notice shall also inform the student of his/her right to appear at the hearings, to face the accuser(s) and to present applicable evidence on his/ her behalf.

c. Use cell phones in the labs. Use of cell phones disrupts those around you. Please go into the hallway or outside to place or answer a telephone call.

d. Install, copy or reconfigure software without approval of the Technology Manager.

e. Use the hard drives as permanent storage for your files.

   i. There is a large amount of free space on each computer to be used at your own risk. The Creative Circus shall not be liable for any data loss on ANY lab computer. The Technology Manager may, at his/her discretion, exercise the right to delete any files on any computer at any time that pose a hindrance to normal operation.

   ii. The Creative Circus is not responsible for backup of any lab computers whatsoever.
This responsibility falls on the shoulders of the student. It is strongly encouraged that each student keeps all work and personal files on a separate Firewire drive, CD, DVD or Zip disk. The Technology Manager will be available to instruct or help students with this process during hours posted on room #74.

f. Play games or use chat rooms unless assigned by your instructor.

g. Display, transmit or print sexually explicit images (There’s a fine line between art and porn. We trust that by now you can tell the difference.).

h. Engage in the distribution of copyrighted material such as MP3s, software, etc.

i. Engage in deliberately wasteful activities such as stealing copy paper from the printers/copiers, printing unnecessary output or multiple copies of files.

j. Generate excessive network traffic by sharing music or transferring an inappropriate volume of data without clearing it with the Technology Manager first.

**Code of Conduct**

Even though the atmosphere at the Circus is informal and fun, everyone is expected to behave in a respectful manner. The following conduct is subject to disciplinary action and/or referral for prosecution:

- Cheating, plagiarism and other forms of academic dishonesty. This includes the use of licensed images without permission. Students will also abide by the Fair Use Copyright Act of 1976, 17 U.S.C. 107.

- Knowingly furnishing false information to the institution or alteration or use of school documents or instruments of identification with intent to defraud.

- Intentional disruption or obstruction of teaching, administration, disciplinary proceedings or other school activities.

- Physical, electronic (cyber bullying), verbal abuse or harassment of any person on institutional premises or during school-sponsored or supervised functions.

- Theft of school property or theft of personal property of a member of the school community on or off institutional premises; damages to the school property or property of a member of the school community on institutional premises.

- Failure to comply with directions of school officials acting in performance of their duties.

- Participation in all forms of illegal gambling.

- Any participation in the unlawful manufacture, distribution, dispensation, possession or use of a
controlled substance. Possession or use of drugs, including alcohol, on school property could be cause for dismissal.

**Inappropriate Behavior**
You agree to conduct yourself within the limits of acceptable behavior that will enable the school to recommend you to prospective employers as a courteous, considerate and well mannered individual. Behavior that is inappropriate, distracting or offensive to other students, faculty or staff will be investigated and may result in suspension or dismissal. Don’t be a jerk or no one will want to work with you and you won’t get a job. It’s that simple.

**Weapons**
Weapons of any kind are prohibited anywhere on the college premises and at all school-sponsored activities. Weapons are considered to be items determined by the administration that could cause permanent and/or temporary harm to the individual or to other students and include, but are not limited to, firearms, stun guns, knives, etc., as well as ANY ITEMS deemed by the administration to be physically or emotionally detrimental to an individual, other students, the community or the school. Any student, staff or faculty member possessing a weapon will be subject to dismissal from the school or termination of employment.

**Dress Code**
You are expected to be neat, clean and dressed consistently with the type of apparel that reflects industry acceptability. This is a pretty casual environment, but we expect you to treat it as you would a job in the industry. If you are wearing any clothing that is distracting, offensive or just plain stinky, we will ask you to go home and change clothes. If you don’t adhere to these practices in the judgment of the Circus administration, suspension or termination may result.

**Bullying Policy**
The Circus expects all students, faculty and staff to abide by the golden rule, “Do unto others as you would have done unto you.” Bullying is a form of emotional, verbal or cyber abuse and is not tolerated at The Creative Circus. In the event you feel that you have been a target of bullying in any form, a written and dated complaint should be submitted to the administration. The incident(s) will be investigated and appropriate disciplinary measures may be taken which may include, but are not limited to, counseling, suspension or dismissal.
Sexual Harassment Policy
Sexual harassment or aggravation consisting of, but not limited to, inappropriate language, touch, or behavior on the part of another student or member of the school faculty or staff is strictly forbidden and any complaints of such will be investigated. Students who feel they have been sexually harassed should submit a written and dated complaint to the administration. Pending the outcome of the investigation, appropriate disciplinary measures will be taken which may include counseling, suspension or dismissal.

Drug-Free/Alcohol Free Policy
We expect you to show up with all your mental and physical faculties in tact. Attending classes or school functions or being on school property while under the influence of drugs or alcohol is strictly prohibited (and just plain disrespectful to your classmates and the people who are here to help you learn). Unlawful manufacture, distribution, possession or use of a controlled substance on the school’s grounds is prohibited. Any student violating this policy will be subject to disciplinary action, which may include dismissal.

Social Media Guidelines
The Creative Circus believes in an open and creative environment. Given the popularity of social media, there are guidelines that all students should abide by while creating or contributing to blogs, wikis, social networks and virtual worlds of any kind of social media. These apply to all students while on campus or at an alternate location. If used properly, engaging in social media helps build strong and successful relationships. If used inappropriately, it can damage ones reputation and potentially prohibit gainful employment.

A few tips for appropriate use of social media:
- **Be transparent** – Your honesty or dishonesty will be quickly noticed in the social media environment.
- **Be judicious** – All statements must be true and not misleading.
- **Perception is reality** – In online social networks, the lines between public and private, personal and professional are blurred.
- **It’s a Conversation** – Talk to the readers like you would talk to real people in a professional situation.
- **You’re Responsibility** – what you write is ultimately your responsibility.
- **Be a Leader** – There is a fine line between healthy debate and incendiary reaction. Do not denigrate others. Try to frame what you write to invite differing points of view without inflaming others.
- **Did you Screw up?** – If you make a mistake, admit it. Be upfront and be quick with the correction.
- **Thinking Twice** – If you’re about to publish something that makes you even the slightest bit uncomfortable, think twice before hitting the “send” button.
Canines on Campus
Canines are allowed on premises (this means inside and outside the school building) with some necessary limitations. Each quarter, pet owners must provide the following to the Director of Education:

- Shot records from the Veterinarian.
- Proof that the pup has been spayed or neutered (if not already on file.).

Upon approval, students are allowed to bring their canine to The Creative Circus. All dogs and owners must abide by the “Three Bark Rule.” Failure to abide by any of the rules will result in Rover being expelled from the Circus.

1) All dogs must be on a leash and in the presence of their owner.
2) If the pup has an “accident” it is the owner’s responsibility to clean up the mess. If the pup is a habitual offender, we reserve the right to revoke the pup from coming back to school until the dog is house-trained.
3) All pups must behave in an appropriate manner while at the Circus. No rough-housing with other pups, barking or concerning behavior towards other pups or humans.

The Director of Education reserves the right to ban any dog from the Creative Circus for any reason.

Disciplinary Policies and Procedures
Instructors are expected to insure the progress of a class by not permitting the continued presence of any student whose behavior in any way could adversely affect the class. The administration will investigate any disciplinary complaints which may include any of the following: cheating, disruptive behavior, plagiarism, any violation of conduct as stated in the catalog and any other actions that the instructor, students, faculty or staff do not consider proper conduct for a student on any school grounds or in a school-sanctioned event. Alleged violation of student regulations or other student misconduct shall be referred to the Director of Education in writing.

Penalties administered for such actions may include severe reprimand, disciplinary probation or suspension, which may or may not be recorded in the student’s permanent record.

In all cases in which disciplinary suspension or dismissal could result, the student will be notified by email and certified mail of the nature of the charges and grounds against him/her and the time and date of the hearing. The notice shall also inform the student of his/her right to appear at the hearings, to face the accuser(s), and to present applicable evidence on his/her behalf.
The Director of Education, following a thorough hearing on the case, shall make a final determination in accordance with one of the following actions:

- Dismissal from the school
- Disciplinary suspension for a specified period of time
- Disciplinary probation
- Administrative reprimand
- Removal of the charges against the student

Such actions may or may not be recorded on the student’s permanent record. Decisions of the Director of Education may be appealed to the Campus Director whose decision is final.

**Grievance Procedure**

When a grievance occurs, the student should first attempt to resolve the situation with the person whose action is in question. If a student is unable to or does not wish to do so, he/she may choose to discuss the issue with the Director of Education. If further action seems necessary, a student may follow the formal complaint and appeal process outlined below:

**Step 1** – The student may file in writing, within three (3) working days of the incident, a dispute with the immediate supervisor of the party against whom the complaint is being filed. The following information should be included:

- A statement of the specifics involving the grievance
- The date of the occurrence
- A listing of policies and procedures involved
- The names of the individual(s) affected
- The interpretation or remedy sought

The Director of Education will investigate the complaint and may conduct a conference with all involved parties in an attempt to resolve the grievance. The student will receive a written response from the Director of Education within ten (10) working days of receipt of the student’s grievance with notification to the Campus Director.

**Step 2** – If the grievance remains unresolved, it may be appealed within five (5) working days to the Campus Director. The Campus Director may take whatever steps are deemed necessary to resolve the matter.
The Campus Director or Campus Director’s representative will render a decision that is final and binding upon all parties.

If any grievance is not resolved to the student’s satisfaction within thirty (30) days, the student may forward the grievance to:

**Georgia Non Public Post-Secondary Education Commission**

2082 East Exchange Place  
Suite 220  
Tucker, Georgia 30084  
Local: 770-414-3300  
Fax: 770-414-3309

**Council on Occupational Education**

7840 Roswell Road  
Building 300  
Suite 325  
Atlanta, GA 30350  
Local: 770-396-3896  
Toll-Free: 800-917-2081  
Fax: 770-396-3790

The exclusive remedy for any dispute, controversy or claim arising out of or relating to the enrollment agreement, or breach thereof, no matter how pleaded or styled, will be submitted to arbitration in accordance with the commercial rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction.
Student Grievance List

A student has the right to file a complaint in his or her home state regardless of whether the school is licensed to operate in that state. The list below includes contact information for the state agencies that will receive and review student complaints. Because websites are frequently edited, the published links in this catalog are reviewed and updated quarterly. If a link does not work, the student should use the other contact information listed to contact the agency. The student grievance policy published in the catalog is the most effective way for a student to communicate concerns to The Creative Circus.

ALABAMA
Alabama Commission on Higher Education
P.O. Box 302000
Montgomery, AL 36130-2000
http://www.accs.cc/complaintform.aspx

ALASKA
Alaska Commission on Postsecondary Education
P.O. Box 110505
Juneau, AK 99811-0505
customer.service@alaska.gov

Arkansas Office of Attorney General
Consumer Protection Unit
1301 West Fourth Avenue, Suite 200
Anchorage, AK
http://www.law.state.ak.us/pdf/consumer/FORM_complaint.pdf

ARKANSAS
Arkansas Higher Education Coordinating Board
Arkansas Department of Higher Education
144 East Capitol Ave
Little Rock, AR 72201
ADHE_Info@adhe.edu
http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXI.pdf

ARKANSAS State Board of Private Career Education
501 Woodlawn, Suite 3125
Little Rock, AR 72201
sbpce@arkansas.gov
http://www.sbpce.org/complaint_process.html

CALIFORNIA
California Bureau of Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
bppe@dica.ca.gov
http://www.bppe.ca.gov/forms_pubs/complaint.pdf

COLORADO
Colorado Department of Higher Education
1560 Broadway, Suite 1600
Denver, CO 80202
http://highered.colorado.gov/Academics/Complaints/default.html

CONNECTICUT
Connecticut Department of Higher Education
61 Woodland Street Hartford, CT 06105-2526
info@ctdhhe.org
Connecticut Department of Consumer Protection
165 Capitol Avenue, Room 110
Hartford, CT 06106
trade.practices@ct.gov
Consumer Complaint Hotline: (800) 842-2649

DELWARE
Delaware Higher Education Office
Carvel State Office Building, 5th Floor
820 North French Street Wilmington, DE 19801-3509
dheo@doe.k12.de.us

Delaware Attorney General
Consumer Protection Wilmington:
820 North French Street, 5th floor Wilmington, DE 19801
consumer.protection@state.de.us

DISTRICT OF COLUMBIA
District of Columbia Office of the State Superintendent of Education
Education Licensure Commission
810 First Street, NE, 9th Floor Washington, DC 20002

FLORIDA
Florida Commission on Independent Education
325 West Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
commissioner@fldoe.org
http://wwwfldoe.org/cie/complaint.asp
**GEORGIA**
Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place #220
Tucker, GA 30084-5354
http://rules.sos.state.ga.us/docs/392/5/06.pdf

**HAWAII**
Hawaii State Board of Education
P.O. Box 2360
Honolulu, HI 96804 ocp@dcca.hawaii.gov
http://hawaii.gov/dcca/ocp/consumer_complaint

**IDAHO**
Idaho State Board of Education
Attn: State Coordinator for Private Colleges and Proprietary Schools
650 West State Street, Room 307
P.O. Box 83720
Boise, ID 83720-0037

**ILLINOIS**
Illinois Board of Higher Education
431 East Adams, 2nd Floor Springfield, IL 62701-1404
info@ibhe.org
 Institutional Complaint Hotline: (217) 557-7359
Illinois State Board of Education
100 North 1st Street Springfield, IL 62777
http://webprod1.isbe.net/contactisbe/
Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street Springfield, IL 62706
http://www.illinoisattorneygeneral.gov/about/email_consumers.jsp
Consumer Fraud Hotline: (800) 243-0618

**INDIANA**
Indiana Commission on Proprietary Education
Attn: Director of Regulatory Compliance
302 West Washington Street, Room E201
Indianapolis, IN 46204
http://www.in.gov/cpe/files/39280_complaint.pdf

**IOWA**
Iowa Student Aid Commission
603 East 12th Street, 5th Floor Des Moines, IA 50319
info@iowacollegeaid.govhttps://apps.iowacollegeaid.gov/marketing/docs/constituentregu
erform.pdf

**KANSAS**
Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
http://www.kansasregents.org/resources/PDF/S24-
ComplaintProcedureandForm.pdf

**KENTUCKY**
Kentucky Council on Postsecondary Education
1024 Capital Center Drive #320
Frankfort, KY 40601-7512
Kentucky Board of Proprietary Education
911 Leawood Drive Frankfort, KY 40601-3319
http://www.bpe.ky.gov/NR/rdonlyres/1B88CA02-8F89-43A3-8957-
A801D8B05389/0/ComplaintForm.doc
Office of the Attorney General
Capital Suite 118
700 Capital Avenue Frankfort, KY 40601-3449
consumer.protection@ag.ky.gov
http://www.ky.gov/NR/rdonlyres/10D2FEF3-0666-4985-A184-
380060A4352C/0/complaint_gen.pdf

**LOUISIANA**
Louisiana Board of Regents
911 Leawood Drive Frankfort, KY 40601-3319
http://www.bpe.ky.gov/NR/rdonlyres/1B88CA02-8F89-43A3-8957-
A801D8B05389/0/ComplaintForm.doc
Office of the Attorney General
Capital Suite 118
700 Capital Avenue Frankfort, KY 40601-3449
consumer.protection@ag.ky.gov
http://www.ky.gov/NR/rdonlyres/10D2FEF3-0666-4985-A184-
380060A4352C/0/complaint_gen.pdf

**MAINE**
Maine Department of Education
Complaint Investigator
23 State House Station Augusta, ME 04333-0023jonathan.braff@maine.gov
Maine Attorney General
Consumer Protection Division
6 State House Station Augusta, ME 04333
http://www.maine.gov/ag/complaints/complaint_form.shtml

**MARYLAND**
Maryland Higher Education Commission
839 Bestgate Road, Suite 400
Annapolis, MD 21401-3013
http://www.mhec.state.md.us/career/pcs/gripe.asp
Maryland Attorney General
Consumer Protection Division
200 St. Paul Place Baltimore, MD 21202
consumer@oag.state.md.us
-MUGeneral.htm
Consumer Protection Hotline: (410) 528-8662

**MASSACHUSETTS**
Massachusetts Board of Higher Education
One Ashburton Place
Room 1401
Boston, MA 02108
http://www.mass.edu/forstudents/complaints/compai
ntprocess.asp

**MICHIGAN**
Michigan Department of Labor & Economic Growth
Office of Postsecondary Services
Proprietary School Unit Staff
201 North Washington Square Lansing, MI 48913
<table>
<thead>
<tr>
<th>State</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>MISSISSIPPI</td>
<td>Mississippi Commission on College Accreditation&lt;br&gt;3825 Ridgewood Road&lt;br&gt;Jackson, MS 39211-6453&lt;br&gt;Mississippi Commission of Proprietary Schools and College Registration&lt;br&gt;3825 Ridgewood Road&lt;br&gt;Jackson, MS 39211-6453&lt;br&gt;Consumer Protection Division Office of the Attorney&lt;br&gt;General State of Mississippi&lt;br&gt;P.O. Box 2294&lt;br&gt;Jackson, MS 39225-2947&lt;br&gt;<a href="http://www.ohe.state.mn.us/oheContactForm.cfm">http://www.ohe.state.mn.us/oheContactForm.cfm</a></td>
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<tr>
<td>MONTANA</td>
<td>Montana Board of Regents&lt;br&gt;Office of Commissioner of Higher Education&lt;br&gt;Montana University System&lt;br&gt;2500 Broadway Street&lt;br&gt;P.O. Box 203201&lt;br&gt;Helena, MT 59620-3201&lt;br&gt;Nebraska Coordinating Commission for Postsecondary Education&lt;br&gt;P.O. Box 95005&lt;br&gt;Lincoln, NE 68509-5005&lt;br&gt;Nebraska Attorney General&lt;br&gt;Consumer Protection Division&lt;br&gt;215 State Capitol Lincoln, NE 68509&lt;br&gt;<a href="http://www.che.state.mn.us/cheContactForm.cfm">http://www.che.state.mn.us/cheContactForm.cfm</a></td>
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<tr>
<td>NEBRASKA</td>
<td>Nebraska Commission on Postsecondary Education&lt;br&gt;P.O. Box 95005&lt;br&gt;Lincoln, NE 68509-5005&lt;br&gt;Nebraska Attorney General&lt;br&gt;Consumer Protection Division&lt;br&gt;215 State Capitol Lincoln, NE 68509&lt;br&gt;<a href="http://www.che.state.mn.us/cheContactForm.cfm">http://www.che.state.mn.us/cheContactForm.cfm</a></td>
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<td>NEW HAMPSHIRE</td>
<td>New Hampshire Postsecondary Education Commission&lt;br&gt;3 Barrell Court #300&lt;br&gt;Concord, NH 03301-8531&lt;br&gt;<a href="http://www.nh.gov/postsecondary/complaints">http://www.nh.gov/postsecondary/complaints</a></td>
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<td>NEW JERSEY</td>
<td>New Jersey Commission on Higher Education&lt;br&gt;P.O. Box 542&lt;br&gt;Trenton, NJ 08625&lt;br&gt;Consumer Protection Hotline: (800) 727-6432&lt;br&gt;<a href="http://www.pog.page.state.nj.us/ElectronicForms/ComplaintForm.pdf">http://www.pog.page.state.nj.us/ElectronicForms/ComplaintForm.pdf</a>&lt;br&gt;New Jersey Department of Labor and Workforce Development&lt;br&gt;1 John Fitch Plaza&lt;br&gt;P.O. Box 110&lt;br&gt;Trenton, NJ 08625-0110&lt;br&gt;<a href="http://www.pog.page.state.nj.us/ElectronicForms/ComplaintForm.pdf">http://www.pog.page.state.nj.us/ElectronicForms/ComplaintForm.pdf</a></td>
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<td>NEW MEXICO</td>
<td>New Mexico Higher Education Department&lt;br&gt;2048 Galisteo&lt;br&gt;Santa Fe, NM 87505&lt;br&gt;<a href="http://www.pog.page.state.nj.us/ElectronicForms/ComplaintForm.pdf">http://www.pog.page.state.nj.us/ElectronicForms/ComplaintForm.pdf</a></td>
</tr>
<tr>
<td>NEW YORK</td>
<td>New York Office of College and University Evaluation&lt;br&gt;New York State Education Department&lt;br&gt;5 North Mezzanine Albany, NY 12234&lt;br&gt;<a href="mailto:ocueinfo@mail.nysed.gov">ocueinfo@mail.nysed.gov</a>&lt;br&gt;<a href="http://www.highered.nih.gov/ocue/spr/COMPLAINTFORMINFO.4">http://www.highered.nih.gov/ocue/spr/COMPLAINTFORMINFO.4</a></td>
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<tr>
<td>NORTH CAROLINA</td>
<td>North Carolina Community College System&lt;br&gt;Office of Proprietary Schools&lt;br&gt;200 West Jones Street Raleigh, NC 27603&lt;br&gt;<a href="http://www.nocommunitycolleges.edu/Proprietary_Schools/docs/PDFFiles/StdComplFfor.pdf">http://www.nocommunitycolleges.edu/Proprietary_Schools/docs/PDFFiles/StdComplFfor.pdf</a>North Carolina Consumer Protection Attorney General’s Office&lt;br&gt;Mail Service Center 9001&lt;br&gt;Raleigh, NC 27699-9001&lt;br&gt;<a href="http://www.pog.page.state.nj.us/ElectronicForms/ComplaintForm.pdf">http://www.pog.page.state.nj.us/ElectronicForms/ComplaintForm.pdf</a></td>
</tr>
</tbody>
</table>
NORTH DAKOTA
North Dakota Department of Career and Technical Education
State Capitol - 15th Floor
600 East Boulevard Avenue, Dept. 270
Bismarck, ND 58505-0610
cde@nd.gov
North Dakota Consumer Protection Division
Office of Attorney General
Gateway Professional Center
1050 East Interstate Avenue, Suite 200
Bismarck, ND 58503-5574
http://www.ag.state.nd.us/capat/PDFFiles/SFN7418.pdf

OHIO
Ohio State Board of Career Colleges and Schools
30 East Broad Street, Suite 2481
Columbus, Ohio 43215
http://ser.ohio.gov/LinkClick.aspx?fileticket=%2bwaKHWPRAH8%3d&tabid=68
Ohio Board of Regents
30 East Broad Street, 36th Floor
Columbus, OH 43215-3414
Ohio Attorney General
Consumer Protection Section
30 East Broad Street, 14th Floor Columbus, OH 43215-3400
http://www.ohioattorneygeneral.gov/consumercomplaint

OKLAHOMA
Oklahoma State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104
Oklahoma State Board of Private Vocational Schools
3700 Classen Boulevard, Suite 250
Oklahoma City, OK 73118-2864
Oklahoma Office of the Attorney General
Consumer Protection Unit
Attn: Investigative Analyst
315 NE 21st Street Oklahoma City, OK 73105
http://www.oag.state.ok.us/oagweb.nsf/ccomp.html

OREGON
Oregon Office of Degree Authorization
1500 Valley River Drive, Suite 100
Eugene, OR 97401
Oregon Department of Education
Private Career Schools Office
255 Capital Street NE Salem, OR 97310-0203
http://www.ode.state.or.us/teachlearn/specialty/pcs/forms/complaint-procedures.doc
Oregon Attorney General
Financial Fraud/Consumer Protection Section
1162 Court Street NE Salem, OR 97301-4096
http://www.doj.state.or.us/linfraud/pdf/concompform.pdf

PENNSYLVANIA
Pennsylvania Department of Education
333 Market Street
Harrisburg, PA 17126-0333
Office of Attorney General
Bureau of Consumer Protection
14th Floor, Strawberry Square Harrisburg, PA 17120
http://www.attorneygeneral.gov/uploadedFiles/Complaints/BCP_Complaint_Form.pdf

PUERTO RICO
Puerto Rico Council on Higher Education
P.O. Box 1900
San Juan, PR 00910-1900
Puerto Rico Department of Justice
G.P.O. Box 9020192
San Juan, PR 00902-0192

RHODE ISLAND
Rhode Island Board of Governors for Higher Education
Shepard Building
80 Washington Street
Providence, RI 02903
Rhode Island Department of Attorney General
Consumer Protection Unit
150 South Main Street Providence, RI 02903
http://www.riag.state.ri.us/documents/consumer/ConsumerComplaintForm.pdf

SOUTH CAROLINA
South Carolina Commission on Higher Education
1333 Main Street, Suite 200
Columbia, SC 29201
http://www.che.sc.gov/AcademicAffairs/License/Complaint_procedures_and_form.pdf

SOUTH DAKOTA
South Dakota Board of Regents
306 East Capitol Avenue, Suite 200
Pierre, SD 57501-2545
South Dakota Office of Attorney General
Division of Consumer Protection
1502 East Highway 14, Suite 3
Pierre, SD 57501-8053
http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx

TENNESSEE
Tennessee Higher Education Commission
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243
http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx

TEXAS
Texas Workforce Commission
Career Schools and Colleges - Room 226-T
101 East 15th Street Austin, TX 78778-0001
http://www.twc.state.tx.us/svcs/propschools/pa401a.pdf
Taking Care

The intensity of The Creative Circus can sometimes be very stressful to students. We are very aware that in our diverse mix of creative students, many will be susceptible to stress, depression, anxiety and sometimes addiction. For anyone who is on under a doctor’s care and prescribed medication to treat these illnesses, we suggest you continue heeding the advice of your doctor.

There may be times that these feelings seem more pronounced and make it difficult to be successful in school or when outside circumstances are difficult to handle. This is very common in any deadline driven,
creative environment. For this very reason, we have partnered with some local counselors who have agreed to work with our students at discounted or prorated fees. Many of these counselors work with creative types and understand the unique challenges of a creative mind. Your safety and mental health are more important than any work you produce here. So if you feel either in danger or you recognize a classmate or friend that might be struggling, please speak with someone here immediately and refer to the list below.

Darden Bynum Psychotherapy  
1758 Century Boulevard, Ste. B  
Atlanta, GA 30345  
404.633.2000  
www.dardenbymun.com

North Atlanta Psychological Association  
990 Hammond Drive, NE  
Atlanta, GA 30328  
770.913.0506

Briarcliff Psychological Center, P.C.  
1777 Northeast Expressway Access Road, NE  
Atlanta, GA 30329  
404.329.9977

Atlanta Psychological & Psychiatric Consultants  
4684 Roswell Road, NW  
Atlanta, GA 30342  
404.256.7998

June Kaufman, PhD  
1244 Clairmont Road  
Decatur, GA 30030  
404.321.6206

Atlanta Counseling Center  
6111 Peachtree Dunwoody Road, NE  
Atlanta, GA 30328  
770.396.0232

**Student Services**

**Housing**
The Admissions office will provide information regarding housing opportunities in the general vicinity of the school.

**Part-Time Jobs**
These are posted on the bulletin board if you feel you can swing some paid gigs with your schoolwork.

**Student Shows and Competitions**
Throughout the year, students at The Creative Circus will have opportunities to enter a variety of student shows to earn recognition and awards for their hard work. We strongly encourage entering these competitions, as these awards are an excellent opportunity to show the industry your work even before you graduate. In addition, the winning pieces get featured on the Circus website and on our social media outlets. Free PR! We will be compiling this work into a quarterly publication that is quite suitable to mail to Mom or to that loser who broke up with you so you can regain some self-esteem. Plus, there are CASH prizes awarded to the winners. Dollah bills, y’all.
Entry fees go to the Norm Grey Foundation, which is not Norm’s retirement fund but a non-profit foundation that allows us to accept funds (like when agencies donate money for student show prizes) and give the money back to the students without confusing it with the school’s money.

**Student Financial Services**

Recognizing that students may require assistance with financing their education, The Creative Circus makes every effort to provide financial aid to those with demonstrated financial need. New students who have qualified for federal financial aid are typically packaged for three quarters. That means that during the registration week for 4th quarter (week 9 of 3rd quarter), returning students will need to reapply for financial aid. This involves filling out some paperwork and working with our Financial Services Manager to be sure you and your family are financially comfortable with your options. We always encourage students and families to ask questions and be very involved in this process.

Your grades and attendance can affect how you qualify (or don’t) for financial aid. As you might guess, the federal government has no interest in loaning you money for classes that you fail or ones you don’t attend.

Payments for each quarter’s tuition and lab fees are due on the day of registration unless other arrangements have been approved by our Business Office Manager.

**Living Expense Checks**

If you are eligible for stipend money for living expenses after tuition is covered from financial aid, a living expense check is available 6-8 weeks after the drop/add period. We don’t process these checks. The federal government or private lenders do. We process them immediately to prevent any delays, but it still takes some time. You will be notified from the Business Manager as soon as you have a check to come pick up.

**Work Study**

The Federal Work Study (FWS) Program provides funds to employ students with a demonstrated financial need. The position will be in a situation comparable to the area of study in which the student is enrolled. Students are paid an hourly rate at least equal to the federal minimum wage and may be awarded up to a maximum of 20 hours per week. Applications for Work Study should be made to the Financial Aid Office. To be eligible for Work Study, a student must be enrolled for at least 12 credit hours and be a citizen or permanent resident of the United States.
**Academics**

You are here to learn. We are here to teach you. In order for that arrangement to work, we need to abide by some guidelines set forth by the Department of Education and our accrediting body. And you need to adhere to some policies and do your part.

The end result of two years here should be a fantastic portfolio. But in order for us to get there, you need to act like this is YOUR JOB. Ask questions, participate, show up both physically and mentally and collaborate. If you take advantage of all the resources this place has to offer, you can go far. Our history confirms that. If you do the minimum and don’t push your limits, you will reap what you sew. The choice is yours.

**Administrative Prerogative**

The Circus reserves the right at any time to make changes as it deems necessary or desirable in its policies and operating procedures, to modify its tuition rates, to add to or to withdraw members from its faculty and staff, to rearrange its courses and programs as teaching policies render it desirable and to withdraw or re-sequence subjects, courses and programs as needed.

In an effort to reflect the ever-changing market landscape, The Circus may, on occasion, conduct experimental classes. If students are enrolled in such an experimental class, please be aware that the work may or may not produce a “book-worthy” piece but is designed to offer relevant skills or experience.

**Registration**

Students are required to register each quarter for classes offered for the upcoming quarter. Registration for returning students will be held in week 9 of each quarter. Notices will be posted announcing the dates and times for returning student registration, and the dates are on the academic calendar (in this handbook and on the website). In addition, an email is sent out the week before as a reminder.

If you are not able register during that time, a late registration fee of $50 is charged automatically and you will need to register on the specified Late Registration day. If you know ahead of time that you will not be able to make it to registration, please make arrangements with the Business Office Manager so that an early registration time can be scheduled. Mark your calendars, set your timers and watch for notices. Same week every quarter. Week 9.

**Important:** All students must complete all registration forms to be considered as registered for the following quarter.
Allowable Number of Absences
In the event of illness or emergency, it is the student’s responsibility to communicate with their instructors and Director of Education before class begins to discuss the situation and to gather assignments so the student may be prepared for the next class session. It is up to the class instructor’s discretion as to whether an absence is deemed excused or unexcused. Students are limited two (2) consecutive absences per class per quarter or three (3) totals per class per quarter. A third consecutive absence or four or more absences in a class in one quarter will equate to an F in the class.

Tardiness or Early Departure
All late arrivals and early departures are recorded and become a part of the student’s permanent record. Accumulation of four late arrivals or early departures counts as one absence. Absence from a class that meets for a double session counts as two absences.

Dropping Classes/Adding Classes
Week 1 of each quarter is affectionately known as “Drop/Add Week” because, well, it’s the week when you can drop and add classes without penalty. Once that week is over, you should read your catalog in great detail about the policies that pertain to this. Dropping a class could change your status from full-time to part-time which may affect your ability to qualify for financial aid. Dropping a class may also affect your grade point average depending on what week you drop and what your current grade is when you drop. For all questions related to schedule changes, see the Director of Education AND the Financial Services Manager. Here’s what you should NEVER do—don’t think that you can just stop attending class and it will go away. You will still be financially obligated for that class if you’ve not notified the Director of Education that you have dropped AND you will simply fail the class. Be a grown up and notify us right away so we can help you.

Grading
Grades are one measure of a student’s ability to meet employment standards in the fields for which he/she is preparing. Upon the completion of each term, the student is given a letter grade in each class. Reports showing the final grade in each course, the quarter summary and cumulative grade point averages are furnished to each student at the end of each quarter. Class participation, homework, projects, attendance and panel reviews are considered in arriving at final grades. Every course for which a student officially registers will appear on the student’s official transcript unless the student cancels his/her enrollment prior to the commencement of classes or prior to the end of the drop/add period. All courses entered on a student’s official transcript are assigned a letter-grade evaluation.
<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Definition</th>
<th>Quality Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90-100%</td>
<td>4</td>
</tr>
<tr>
<td>B</td>
<td>80-89%</td>
<td>3</td>
</tr>
<tr>
<td>C</td>
<td>70-79%</td>
<td>2</td>
</tr>
<tr>
<td>F</td>
<td>Below 70%</td>
<td>0</td>
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</tbody>
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The grade point average (GPA) is obtained by dividing the total number of grade points earned by the number of credit hours.

**Satisfactory Academic Progress**

A student must meet the following standards of academic achievement and successful course completion while enrolled at The Creative Circus. SAP applies to all students, full or part time status, and periods of enrollment regardless of whether or not the student receives financial aid. Student enrollment status is determined at the end of the drop/add period. All courses in a program must be successfully completed with a minimum cumulative grade point average of 2.0 in order for a student to graduate from the program. Permanent records are maintained for every student indicating courses completed and grades earned. A student is in good standing at the institution when allowed to enroll for the next term as a regular student during any given enrollment period.

**Evaluation Points**

All academic SAP reviews begin on the date the student enters the school and are cumulative in nature. SAP is determined by measuring the student’s cumulative grade point average (CGPA) and the student’s rate of progress toward completion of course credits or clock hours attempted in the academic program (pace). The calculated CGPA and pace are compared against thresholds to determine whether or not the student meets SAP (at or above threshold). For credits attempted are those credits for which the student is enrolled at the end of the drop/add period of an academic period.

**Satisfactory Progress Thresholds**

Students must meet the following qualitative and quantitative standards:

- Cumulative grade point average (CGPA) (qualitative standard) ≥ 2.0 or above
- Pace (quantitative standard) = 66 2/3% or above
- At the end of any measurement period, if a student’s CGPA is below 2.0 or a student’s pace is below 66 2/3%, the student’s academic progress is considered to be unsatisfactory.
Unsatisfactory Academic Progress
Students not meeting SAP are subject to dismissal from their program of study and are ineligible to receive financial aid, except under special circumstances. When a student’s progress is evaluated as prescribed and his or her academic performance is below either of the thresholds required to maintain SAP, the student’s academic progress will be projected to determine if and when it would be possible for the student to reestablish SAP.

Required Core Classes
There are a number of courses that you must pass with a “C” or higher grade. Financial Aid will cover the cost of ONE retake of these classes. If you must take any of these classes a third time, Financial Aid will not cover the cost. See the Director of Education for the listing of these classes. Or just earn straight “A”s and you don’t have to worry about it.

Panel Reviews
All full-time students are required to participate in a presentation of their work at the end of each quarter. These reviews are before a panel made up of instructors and/or outside professionals. The panel reviews and grades the body of work for the quarter to make sure that satisfactory progress is being made. Each panelist judges the students on such things as presentation of the work, craftsmanship and creativity. The panel’s comments and grades are recorded and made part of the student’s permanent academic file.

Students are expected to be professional in their panel presentations. Appropriate dress and effective presentation skills will be part of the overall score. Students should arrive 10 minutes before their presentation is scheduled to begin with their work in the presentation form specified by the specific instructors.

Withdrawing from School
A student may find it necessary to withdraw from school. Before deciding on this course of action, you should make an appointment with the Director of Education to discuss your situation. Often, we can develop an arrangement to assist you, thereby preventing early withdrawal. This may enable a student to continue with your program of study as planned.

Picking Up Grades
Grades are ready by the end of the 2nd week of the new quarter and are picked up in the Registrar’s office. Each student is allowed to get his or her own grades only. No picking up for others unless written permission is provided by the student.
Creative Comprehensive Lab (CCL)
This course is designed to provide students with a system to document work hours for projects, concept time, photo shoots, team meetings, etc. outside the classroom. All full-time students are required to complete lab sheets verifying a minimum of 10 lab hours per week, or 110 lab hours per quarter. Lab sheets can be printed from the intranet.

Documenting your lab hours is extremely important, as working professionals must document their time, or billable hours, for clients. The Creative Comprehensive Lab is a graded course. The hours you work and record ultimately produce projects. These projects are graded by a panel review at the end of the quarter. The grade for panel review, along with 110 Lab hours completed determines the lab grade. At the end of each quarter, the Registrar collects all lab sheets. Failure to turn in lab sheets will result in an “F” grade for the course. Students will not be allowed to advance to the next quarter until lab sheets are submitted, even if they participate in panel review and Forum.
## The Creative Circus - Creative Comprehensive Lab Sheet

<table>
<thead>
<tr>
<th>Part-time</th>
<th>Full-time</th>
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### Winter
- (circle one)
- (Quarter)
- (Program)
- (/ month / date / year)

### Fall
- (circle one)

### Summertime
- (circle one)

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<th>Tuesda</th>
<th>Wednesda</th>
<th>Thursda</th>
<th>Frida</th>
<th>Saturda</th>
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**Hours required per quarter - 110**

**Your total hours**

---

**Category A (analytical):** data gathering, image research, product and market research, competitive situation analysis, demographic analysis, strategy development and writing.

**Category B (conceptual):** brainstorming, timelines, conceptualizing, manuscript, copy platform.

**Category C (developmental):** visual reworking, comping, editing, copy writing and crafting, typography, manual execution, computer-aided design and type, sketches, photoroids, location scouting, prop searching, production scheduling.

**Category D (executional):** computer photo retouching, reshoots, computer typesetting, hand-lettering, digitalization, local proof outputting and off-site output of finished piece, finished transparencies.

---

**Presentation Grade**

---

(student signature)
The Creative Circus - Creative Comprehensive Lab Sheet

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<th>Monday</th>
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**Total Hours**: 64

**Hours required per quarter**: 110

**Total Hours**: 388
Graduation
To graduate from any program, a student must:

- Complete an industry-ready portfolio as evaluated by the Graduation Committee
- Maintain a minimum CGPA of 2.0 while enrolled
- Satisfactorily complete all current curriculum requirements or their equivalent
- Fulfill all financial obligations to the institution
- Complete minimum clock hour/credit hour requirements after consideration of transfer credits or advanced placement.

The Graduation Committee is comprised of the student’s Department Head, the Executive Creative Director, the Career Services Director and a representative of the industry. This committee will review and evaluate the portfolios of all prospective graduates. The portfolio review is part of each program’s graduate portfolio review course.

Students who do not meet the requirements have two options to complete their portfolio for a re-review by the Graduation Committee.

1) Status is changed to Drop and there is a specified time given to the student to complete their portfolio and re-submit to the Graduation Committee for re-review.
2) Student enrolls in a 9th quarter to complete his or her portfolio. At the end of this quarter the student’s portfolios are resubmitted to the Graduation Committee for review.

Once the portfolio is deemed industry-ready by the Graduation Committee and approved, the student’s status is changed to Graduate. At this time, the student is eligible for gainful employment.

Early Graduation Policy
Sometimes, students get hired in a great job prior to their scheduled graduation date and still wish to be considered a graduate of the school. Although this is not a common occurrence, since the student will not meet all of the graduation requirements, special approval is required.

Students who secure employment in the industry and wish to be changed to Graduate status prior to his or her scheduled graduation date, must submit the Early Grad/Exempt from Grad Class form to the Director of Education. See the catalog for all the sign offs that need to take place to be approved.

If approval is granted, the student will receive a certificate dated as of the graduation date of the quarter in which the request was made. If the student wishes to participate in the graduation ceremonies, he/she will have the opportunity to participate in the quarter following the approval.

If approval is denied, the student will have the option to be considered a withdrawal or remain in school until the regularly scheduled graduation date, as stipulated by the current policies and procedures.
Career Services

The whole reason you came to school at The Creative Circus was to get a great job when you graduate. Our Career Services team is here to help you do just that. Starting in your second year, or when the Career Services Director thinks it makes sense, you will have opportunities to discuss your book, your job preferences and what kind of opportunities may be available to you. Of course, you should start thinking about all of those things as soon as you start school. But the reality is the first year of school is just figuring out what you’re doing. Allow yourself that time to develop your skills and learn everything you can. Build a reputation so every other student is standing in line to work with you. Be someone who is easy to sell.

The Creative Circus is pleased to offer assistance to graduates seeking employment opportunities. Graduates must realize, however, that the school does not promise employment and cannot be held responsible if a student fails to find employment. To receive the benefit of Career Services, graduates are required to complete all aspects of their program of study. Students may seek counsel of this department as long as they are enrolled in good standing and/or have completed all requirements of their educational program. Some of the services provided by the Career Services Department include, but are not limited to:

- Portfolio preparation and review
- Guest speakers
- Graduate industry portfolio reviews
- Personal placement counseling

Placement assistance is only available to the Circus graduates. The portfolios of 8th quarter students that are not industry ready will not be able to utilize the assistance of the Career Services Department. Once the student has resubmitted their portfolio for re-review and it has been approved by the Graduation Committee, the student will be considered a graduate and now eligible for the services provided by the Career Services Office.

Forums

The Creative Circus speakers are some of the most talented Photographers, Creative Directors, Designers, Writers, Producers, Musicians and creatives in the industry. Attendance is mandatory and sign-in is required. The Forum is held Fridays at 1:30P.M. in the theatre. Dates and times will be posted at the beginning of the quarter in the Forum marquee box outside the theatre as well as on our website calendar. If you are working on Fridays, arrange to take lunch at 1:30P.M. If you are not able to attend the Forum, please call The Director of Education so he/she can mark your absence as excused.
Portfolio Reviews

Twice a year, we participate in a Portfolio Review. One is usually local (in the fall) and one in the spring is in a different market (San Francisco, NYC, Chicago, L.A., etc.). This is an opportunity for grad quarter students and recent graduates to show off their work to some of the best in the industry. The spring review usually combines the review with agency tours and an alumni reunion (many of whom are in hiring positions as well). Count on early mornings, late nights and a lot of networking. Also, plan on a lot of fun. The local review has employers from around the country flying in to arm wrestle over the most highly sought-after students and grads.

Help Us Help You

The Grad Handbook, received by all graduate quarter students, contains all of the requirements for graduation as well as a list of items to be generated for a job search. Advance copies of this handbook can be obtained from the Department Heads or the Career Services Director. Graduate websites are kept on file and posted on line. Meeting with the Director of Career Services, prior to graduation for a graduate exit interview, is required.

Items useful during a job search:

- Website. Q: How can you get a job without a website? A: You can’t. Don’t wait until 8th quarter to start it.
- Personal identity system including thank you card, business card and leave behind
- PDF (to be on personal website)
- Resume (to be on personal website)
- Professional portfolio to take to interviews either digital or paper bound

Collaboration

Because students of The Creative Circus work together in teams, misunderstandings can take place. In an attempt to make sure everyone ends up a winner in every collaboration, we’ve put down in writing a few thoughts. Hopefully that’ll take the guesswork out of what’s expected of you.

1. Everything you create in The Creative Circus is owned jointly by you and the institution. Work can be used in ads for the school as well as catalogs and all other collateral.

2. All who collaborate on a piece must be sure that all those involved have a copy of the piece that’s as close to the original as possible. A 10th generation black and white copy of a beautiful four color photographed
comp is not acceptable. It is absolutely unacceptable for any individual to leave the school, after graduation or before without being certain his/her partner(s) has a duplicate sample. That applies to all Art Directors, Copywriters, Designers, Interactive Developers, Interactive Designers and Photographers. Some of you who illustrate well may get “hired” by a Designer or Art Director, or even a Copywriter to do a piece of art for them. If or when you do, your name should be included in the identification line and you should get an excellent color copy of the ad or design. And you should get your original artwork back if you want it. This is basically an honor system. But you can be sued for taking another’s property if you don’t leave that person an agreed-upon duplicate.

A brief explanation of why it’s theft: let’s say you and your roommate buy a couch together. You may split the costs 50-50. Or let’s say you put in 60% and he/she puts in 40%. Either way, you can’t take the couch and claim it’s yours without paying your partner, or at the very least, getting permission. If you don’t get permission or pay your roommate for his/her share, that’s called taking another’s property. Even if you own part of it. So be good to each other. Or it could be bad for you.

5. In all collaborations, be certain that you all agree upon the uses of the materials contributed. For example: If an Art Director, Copywriter and a Photographer agree to do an ad together for, let’s say, baby food, they can’t turn around and use the photo as the cover of a magazine or book, or an ad totally unrelated to the baby food client, without the Photographer or all those involved in the original execution agreeing to it. It could be confusing and embarrassing if the ad is in the Photographer’s book and the magazine is in the Designer’s and the shot shows up in the Art Director’s/Copywriter’s books for the unrelated client. And they’re shown to the same prospective employer. It looks like someone is not really creative, unless you call stealing creative. And, once again, it can be considered theft by the law, and it could even lead to a lawsuit.

6. If you’re working with a Photographer or Illustrator or anyone and you feel the job isn’t working out, you cannot walk away from the work unilaterally. You have to get an agreement to abandon a project with the people working on it. You must remember that time and/or money have been spent and if one person walks away without a discussion and an agreement, with all concerned, then one or two people are left holding the bag. That’s just not fair. And it’s not always money that matters. The other person might’ve been counting on the piece as an important addition to his/her portfolio. If you can’t reach an agreement, discuss the issue with your teacher and the other person’s teacher and/or the Department Head.

7. When you’re working on something and someone from outside your group suggests an idea that you agree is better, it’s ok you use that idea. Having the sense to know a better idea when you see one is an
attribute. It is even considered a talent. And people pay big bucks for that talent. The fact that it came from someone else is not stealing. Stealing is when you take someone else’s idea without that person’s knowledge. Or, if they know you want to use their idea but don’t want you to, and you use it anyway – that’s stealing. Don’t do it.

8. Remember, there’s nothing new under the sun. Creativity is when you nail two things together that have never been nailed together before. The Wright Brothers took wood, fabric, parts of an automobile, parts of a bicycle and some metal wires and nailed them together in a creative way. The end result was something no one had ever seen before. It made humans fly. That’s what your work at The Creative Circus is all about. Making hearts and minds fly.

What the Wright Brothers did is not stealing, it’s creating. And it’s ok to create with existing parts. Heck, we’ve all be using the same 26 letters for a long time. It’s how we rearrange them that make us creative. Just don’t rearrange someone else’s possessions unless you’ve got their agreement to do so.

9. Using photographs or illustrations that are cut from magazines and other publications, including stock libraries, is a necessary part of your school and professional life. Technically it is considered using another’s property without that person’s knowledge and agreement. But it seems reasonable to believe it’s an acceptable practice as a student. It is important, however, that you identify the source of your photograph or illustration. Make your instructors aware that you’re using artwork not of you own making, and unless you change or alter the artwork significantly, credit the source. If you sell your comp for publication without paying the originator of the visual, that, again, is stealing. Don’t do it.

10. Anytime you’re in doubt about what is the right and proper thing to do, please discuss the issue with your teacher and/or the Department Head. If unable to meet with your Department Head, please see David Haan or Norm Grey.
Stay Informed!

Suggested Reading List
Communication Arts Magazine
Creativity Magazine
British Art Direction and Design Magazine
CMYK
Hey Whipple, Squeeze This, by Luke Sullivan
Adcult USA: The Triumph of Advertising in American Culture, by James B. Twitchell
Advertising: Concept and Copy, by George Felton
Positioning, by Reis and Trout
Elements of Style, by Strunk and White
Bird by Bird, by Anne Lamont
Where the Suckers Moon, by Randall Rothenberg
Writing Down the Bones, by Natalie Goldberg
The Conquest of Cool, by Thomas Frank
Under the Radar: Talking to today’s Cynical Consumer, by Richard Kirshenbaum and Jonathan Bond
One, the One Club Magazine
Ad Age Magazine
Adweek Magazine
Archive Magazine
Graphis
Print
Critique
I.D.
The Type Directors Annual
HOW Magazine
Photo District News
Select Magazine
Click
Alternative
Digital Photo Pro
Suggested Website List

Abduzeedo: www.abduzeedo.com
Ad Age: www.adage.com
Ad Freak: www.adfreak.com
Ad Goodness: www.frederiksmuel.com/blog/
Ad Lab: http://adverlab.blogspot.com/
Adland: http://adland.tv/
Ad Rants: http://adrupts.com/
Ad Pulp: http://www.adpulp.com/
AdverBlog: www.adverblog.com
Ads Of The World: www.adsoftheworld.com
Adworkers: www.adworkers.com
AIGA: www.aiga.cza
AIMA: www.atlantaaima.org Atlanta Interactive Marketing Association
Artys Papers: www.artypapers.com/jobpile
Ask A Copywriter: http://askacopywriter.blogspot.com/
Agency Compile: www.agencycompile.com
Agency Spy: www.agencyspy.com
Beyond Madison Avenue: http://www.beyondmadisonavenue.com/
Carbonmade: www.carbonmade.com
Cherry Flava: http://www.cherryflava.com/
CMSREMIX: www.cmsremix.com
Communication Arts: www.commarts.com
Copyranted: http://copyranted.blogspot.com/
Cool Hunting: http://coolhunting.com/
Coroflot: www.coroflot.com
Creative Charge: www.creativecharge.com
Creative Circle: www.creativecircle.com
Creative Hotlist: www.creativehotlist.com
Creative Shake: www.creativeshake.com
Creativity Online: www.creativity-online.com
Design Sponge: www.designsponge.com
Deviant Art: www.deviantart.com
The Dieline: http://www.thedieline.com
Digital Thread: www.digitalthread.com
EvaTO Network: http://envato.com/
Fffound: www.ffffound.com
The Fox Is Black: www.thefoxisblack.com
Future of Gadgets: http://www.futureofgadgets.com/
Genius Rocket: www.geniusrocket.com
Gizmodo: http://gizmodo.com/
Gods of Advertising: http://godsofadvertising.wordpress.com/
Inspiration Room: www.theinspirationroom.com
Instagram: www.instagram.com
I Have An Idea: www.ihaveanidea.org
Krop: www.krop.com
Logo Sauce: http://www.logosauce.com/
Lovely Package: http://lovelypeackage.com/
Media Bistro: www.mediabistro.com
Macrumors: www.macrumors.com
Make The Logo Bigger: http://makethelogobigger.blogspot.com/
Marketing Vox: http://www.marketingvox.com/
Mashable: www.mashable.com
Neatorama: www.neatorama.com
Please Feed the Animals: www.pleasefeedtheanimals.com
Scary Ideas: www.scaryideas.com
Smashing Magazine: www.smashingmagazine.com
Smashing Apps: http://www.smashingapps.com/
Solo Gig: www.sololiga.com
Spring Wise: http://www.springwise.com/
Ted: www.ted.com
Trend Hunter: http://www.trendhunter.com/
Workbook: www.workbook.com
Yay Everyday: www.yayeveryday.com
Youth Designer: www.youthdesigner.com
Zoom Info: www.zoominfo.com
FAQs

• My address/email/phone number has changed. Who do I inform?
  Stop by the front desk and fill out a change of info form. We will notify all departments.

• I don’t understand my assignment. Who do I talk to?
  The teacher who assigned it. And then the Department Head. And then the Director of Education.

• I lost my school ID. What do I do?
  Report it immediately to the front desk so we can deactivate the key card access. Then get a new one for $25. No, we will not waive the fee.

• What’s this lab sheet thing I have to fill out and why?
  Page 20-22

• Why do I have to provide my dog’s medical records?
  We don’t want Fifi getting knocked up by Fido, and we don’t want Spot getting into a tiff with Rover and ending up with rabies.

• Can I get a discount on computers and software?
  YES! See our Technology Manager for details.

• Why can’t I bring my dog/food/drink into the labs?
  If you had to clean dog pee or diet coke off a brand new computer, you wouldn’t ask that question.

• How do I get a duplicate copy of my schedule?
  See the Registrar.

• I’m sick and can’t make it to class. What do I do?
  BEFORE your class, call your teacher. Call the Director of Education. And email both of them. Then notify everyone on your team who is counting on you that day. Arrange to get your assignments and new deadlines.

• The printer isn’t working. Who do I notify?
  Our Technology Manager.

• When is Registration?
  Page 7, 17

• Why do I have to pay a late registration fee?
  Registration is for 2 days. It is well publicized. We stop everything that we are doing for this process. There is a penalty because you neglected to plan ahead causing three departments to modify their workloads to accommodate you. If you can’t be here for registration, register early.

• I want my work featured on the Circus website/Facebook page/Twitter.
  Email it to the Director of Marketing with all the details.

• I need a new schedule/to drop a class/to add a class/to change my program
  First stop-Director of Education. Second stop-Financial Services and Business office to see how that change affects your financial aid or tuition payment.

• I’m freaking out/depressed/stressed/feeling anxious/can’t sleep/have an eating disorder or addiction/just got dumped
  Page 15. Read that and talk to someone on the Executive Team immediately. We are here to help and are very used to it. Really.

• I have a friend who wants to learn more/attend school here/visit
  Talk to the front desk and they’ll hook you up with the Admissions team. Or give the info to your Admissions Rep.

• I heard y’all pay me $100 when I refer my friend. Is that true?
  Unfortunately, the Department of Education has nixed that program. As of 7/1/11, we are no longer allowed to give referral fees. But consider it the gift you give yourself. The better the students are coming in, the higher the caliber of work for everyone.