

ADMINISTRATIVE





Welcome to the School for Family and MWR

The MG Robert M. Joyce Installation Management Academy, School for Family and MWR, a component of G-7 Installation Management Command for workforce learning and performance, is a vital force for driving business outcomes. Established in 1987 as a brick and mortar center for classroom training, today, the School for Family and MWR also provides web-based instruction and performance support through its virtual campus available at www.imcomacademy.com with over 22,000 users. It is at the forefront in sustaining the Customer Service Program and automated Professional Development Program to both push and enable culture change across the enterprise. Additionally, the School provides support to the broader Family and MWR organization.

The Master Training Plan and the Professional Development Program (PDP) guidelines provide a competency based structured, progressive, and sequential approach to Family and MWR employee development and training. The School has a catalogue of more than 70 courses designed for a range of audiences from front-door staff to senior leaders. The School's Learning Management System (LMS), first deployed in 2002, integrates central registration and course enrollment processes, web-based learning, a range of performance support tools and resources and collaborative forums.

Currently, 26 active courses receive college credit recommendations from the American Council on Education (ACE) and graduates are increasingly transferring them to colleges and universities to receive college credits. The School has also been accredited as an authorized provider by the International Association for Continuing Education and Training (IACET). As a result, the School is authorized to offer IACET Continuing Education Units (CEUs) for courses that qualify. Since the School was established, employees have completed over 60,000 courses in various Family and MWR program areas.

In 2009, the School was directed by the Command to develop a comprehensive, holistic Customer Service Program to create and sustain a customer service culture delineated in the new Employee and Customer Covenant. To support this covenant, twenty-eight Customer Service Coordinator (CSC) positions were strategically placed across garrisons to assist Directors of Family and MWR implement, monitor and sustain a standardized enterprise customer service program for Army Family and MWR. Currently sixteen CSC are positioned across the world.

The School for Family and MWR is a link between the vision and goals of the enterprise and its employees by providing the knowledge and skills to enable employees to implement transformation initiatives. Through a centralized learning organization,

employees receive an enterprise view and a cohesive Family and MWR brand message that encourages adoption and buy-in from the workforce.

The School for Family and MWR relocated to a newly constructed facility on Fort Sam Houston, TX in July 2011 as a result of the Base Realignment and Closure (BRAC) Act of 2005. The new facility is also the home of the School of Installation Management. These two schools, together with the Installation Management Command Education Knowledge Center, form the Installation Management Academy located within the G-7 Directorate of the Installation Management Command.

Mission, Vision, and Goals

Mission Statement:

Enable Garrisons to provide quality of life programs and services by developing and supporting the Family and MWR workforce through functionally specific training, career planning and performance solutions.

Vision Statement:

Premier Army civilian learning institution preparing Army Family and MWR Program professionals to consistently strengthen and sustain ready and resilient Soldiers and Families.

SMaC (Specific, Methodical, and Consistent):

1. Determine and deliver the best learning solutions for all levels of the Family and MWR workforce.
2. Invest in our team—the most important resource.
3. Lead by example in delivering world-class customer service.
4. Apply a standard Instructional Systems Design (ISD) Model to learning solutions.
5. Concentrate training resources on our core residential classroom, virtual classroom, blended and online courses.
6. Adhere to and maintain accreditation.
7. Invest in technology as an enabler to learning and performance.
8. Consider the possibilities—continue to innovate.
9. Demonstrate measureable value.
10. Promote a culture where the workforce can thrive in their jobs. Advocate for optimal investment in learning.

Goals:

1. Develop and Sustain the Family and MWR Workforce by providing high quality, results-driven residential classroom and virtual classroom training.

2. Develop and Sustain the Family and MWR Workforce by providing high quality e-learning and just-in-time performance support. Provide Family and MWR Workforce with tools to enhance professional development.
3. Remain a premiere Army Civilian Training Institution through rigorous quality assurance and evaluation practices, association with industry leaders and School for Family and MWR staff development.
4. Sustain an enterprise-wide Customer Service Program for Family and MWR.

Accreditation

The School for Family and MWR, as a premier Army Civilian Training Institution through rigorous quality assurance and evaluation practices maintains:

- American Council on Education (ACE) college credit recommendations for 27 active courses.
- International Association for Continuing Education and Training (IACET) Authorized Provider to grant continuing education units (CEUs) for all courses 2 hours or greater in length.
- Currently performing a self-study for accreditation by the Accrediting Council for Continuing Education and Training (ACCET).
- Currently performing a self-study for accreditation by the U.S. Army Training and Doctrine Command (TRADOC).

Admissions

General Admission to the School for Family and MWR:

The School for Family and MWR offers programs and courses to meet the needs of the U.S. Army Family and MWR workforce and leadership. Courses are open for enrollment to sister services (U.S. Navy, Air Force, and Marines) and DoD agencies on a space available basis. All applicants must be registered at www.imcomacademy.com.

Registration in the Academy's Learning Management System (LMS), provides learners with an integrated central registration and course enrollment processes, web-based learning, a range of performance support tools and resources such as the Professional Development Program (PDP) as well as collaborative forums and a transcript repository.

Electronic Registration:

The School accepts students on a continual basis using electronic registration. All applicants need to have access to the World Wide Web to register in the School's Learning Management System (LMS).



Administrative

All students **must** register with the Learning Management System (LMS) prior to enrollment in a course. Please visit www.imcomacademy.com Frequently Asked Questions (FAQ) tab to learn how to register for an account and request enrollment in a course.

Course Type:

The School for Family and MWR delivers workforce development through five modalities.

eLearning/Online training which is offered through www.imcomacademy.com learning management system. The online training is user initiated and self paced. Over 40 courses are available online and include courses such as Operation Excellence Customer Service and the Basic Management Course.

Residential Classroom courses held at the Installation Management Academy at Ft. Sam Houston and at Armed Forces Recreation Center, Shades of Green in Orlando, Florida.

Blended learning which leverages a combination of eLearning, weekly written assignments, blog posts, and a final project.

Virtual Classroom courses are hosted through Defense Connect Online (DCO). Learners meet in the Virtual Classroom and receive facilitator lead content and complete assignments relating to the content taken from the DCO sessions. Virtual Classrooms allow the School for Family and MWR to reach the Family and MWR Workforce in real time to provide on time, on target workforce development.

Course Selection Procedures

Applicants can expect the following when requesting enrollment in a course.

Resident Classroom courses: The following identifies the path from enrollment request to selection for a residential classroom course.

1. Request enrollment at www.imcomacademy.com.
2. Enrollment requests must be approved by the supervisor and the course instructor.
3. Applicants are selected based off supervisor approval, target audience, completion of Foundation courses and completion of the courses listed pre-requisites.
4. All applicants will be notified of selection/waitlist/non-select status, 45-60 days prior to the start of the classroom course.
5. Selected students and their supervisors will receive a congratulations email from the Course Manager with the following information:
 - Travel Instructions
 - Frequently Asked Questions



Administrative

- Course Syllabus
- Any pre-work instructions

6. Selectees will then receive an e-mail from the Travel Coordinator. This will contain a Travel Questionnaire, which must be completed and returned within 48 hours of receipt so that travel order for you can be created. All School residential classroom courses are centrally funded. Once you receive orders from the Travel Coordinator, you will be set to attend your Classroom Course.

Virtual/Blended courses: The following identifies the path from enrollment request to selection for virtual/blended courses. These courses consist of weekly assignments and may include weekly online instructor-led virtual classroom sessions. Learners who wish to apply for these course will:

1. Request enrollment at www.imcomacademy.com.
2. Enrollment requests must be approved by the supervisor and the course instructor.
3. Applicants are selected based off supervisor approval, target audience, and completion of foundation courses and listed course pre-requisites.
4. All applicants will be notified of selection/waitlist/non-select status, 15-30 days prior to the start of the Virtual or Blended course.
5. Selected students and their supervisors will receive a congratulations email from the Course Manager with the following information:
 - Supervisor/Employee Agreement
 - Frequently Asked Questions
 - Course Syllabus
 - Any additional pre-work instructions

E-Learning/Online courses—These courses are self-paced. Most of the Academy's eLearning/Online courses do not require a supervisor or instructor approval. Learners who request enrollment in an eLearning/Online course will receive an email indicating enrollment. Typically, Students can begin their e-learning course right away.

There are a few online courses that will require instructor approval. Those course are indicated by (*) symbol in the course eLearning section. Selections are determined based off of target audience.

Academic Policies

Attendance Requirements:

Resident Classroom and Virtual Classroom —Your consistent attendance is crucial to the learning process. In order to receive credit for a Resident or Virtual Classroom course, you may not miss more than 5% of classroom instruction. The School for Family and MWR is your place of duty whether in residence at the Academy or virtually through Defense Connect Online (DCO). You will be absent without leave (AWOL) if you are not in class during the required time. The School for Family and MWR will contact your supervisor if you are absent for any reason. Students may not miss the



Administrative

first session of a virtual classroom course.

eLearning/Online Courses—Learners are expected to complete eLearning/Online courses in a timely manor. Although the courses are self paced students will retain lessons learned by participating and completing in a given time period. Academy instructors will monitor student progress in eLearning/online courses.

Submission of Assignments:

Assignment submission will vary depending on the course and whether it is a Classroom, Virtual, Blended, or an eLearning/Online course. The primary Instructor or their designee is responsible to monitor, grade, and counsel students on their assignments. Resubmission of assignments is allowed per the Course Instructor.

Grading Policy

Rubric: is an evaluation tool for grading course assignments. Students will be given access to their course rubric upon approval/selection to the course.

Grading: Each student earns a course grade. You must achieve a minimum average of 75% in order to graduate. NOTE: Some courses require a higher minimal grade. Please check the course syllabus for grading standards. You may be required to complete an assignment after returning to your duty station or following the end of a course (this is course specific). For those courses, final grades are awarded after meeting the post-course assignment requirement(s).

Academic Standards: The minimum requirement for all course assignments and projects is 75%, unless otherwise stated in the course syllabus. Each course may require part or all of the following:

- Pre-course assignments, assessments or self-evaluations.
- Individual assignments and/or projects.
- Homework.
- Group assignments and/or projects.
- Peer assessments/evaluations.
- Post-course assignments, assessments or self-evaluations.

Final grades will be posted upon successful completion of all assigned course work.

General Expectations:

Values: The School for Family and MWR embraces and promotes the Army Core Values, Army Civilian Creed, and the Department of the Army Standards of Conduct. You are expected to practice these shared values while attending the School for Family and MWR and traveling about in the community.

Resident Classroom Course Expectations:



Administrative

Dress Code: The School for Family and MWR's dress code for students is "business casual attire" which is:

Slacks: Corduroys, cotton (Dockers), and culottes. No denim jeans.

Shirts/Blouses: casual shirts with collars, polo shirts, sweaters and turtlenecks, blouses (collared or un-collared) appropriate for business settings.

Footwear: leather loafers, boots, flats, heels, and dress sandals.

Course Schedule: Resident Class room Courses begin at 0800 and end at 1700 each day. Regular breaks are scheduled throughout the day. Students traveling in for a resident course should not expect to depart prior to 1600 on the last day of class.

Class Materials: All of the class materials are yours to keep unless otherwise instructed. The interactive materials on the tables (slinkies, balls, etc.) are School for Family and MWR instructional materials; please leave them in working condition for the next class. If for some reason an item is broken, please inform the course instructor(s) so that the item can be replaced.

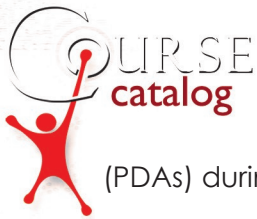
Food and Beverages: Food is not allowed in any of the classrooms at the School for Family and MWR. Beverages are allowed, but **MUST** have a spill-proof lid or screw top. Please keep any and all spaces that you use clean. Trash cans are available in the classroom(s) and the student lounge.

Smoking: Smoking is not allowed on the IMCOM Campus other than in designated smoking areas. The designated smoking area for building 4022 (the Academy) is the bike rack located next to the parking lot in front of the building. This is the **ONLY** authorized smoking area. Smokeless tobacco (chewing or dipping) is **NOT** allowed in the building.

Lunch: Lunch is normally one (1) hour each day from 1200 to 1300. This may vary from day to day and is left to the discretion of the instructor. A small student kitchen area with a microwave, refrigerator/freezer, and sink are available if you prefer to bring a lunch. Please label any items stored in the refrigerator / freezer with your course name, student name and date. Various food establishments are located on and off-post and within close vicinity. Resident students are provided with a map of local restaurants.

Illness/Emergency: If you become ill or have a non-medical emergency, please contact your instructor within 2 hours of the start of the duty day. Instructors will provide their after-hours contact number. Your instructor will notify your supervisor that you are in a sick leave status. If you cannot contact your instructor, call the School for Family and MWR at (210) 466-1050 and leave a message for the instructor. Also, please contact your class leader so that someone else knows your situation and location.

Cell Phones: Please silence or turn off your cell phone and personal data assistants



Administrative

(PDAs) during class(s).

Lodging: Lodging for Resident Courses is centrally funded by the School for Family and MWR. The hotel information will be provided by your course manager in the Welcome Letter.

Inclement Weather Policy: The Fort Sam Houston Installation Control Center, 502nd ABW, USAF Joint Base San Antonio is the agency responsible for issuing guidance for inclement weather or emergency leave during duty and non-duty hours. In the event of severe weather, tune to local television or radio weather stations to obtain the status of federal government guidelines.

If the federal government is closed, the School for Family and MWR is CLOSED. Do not report to the School for Family and MWR.

****NOTE**** If there is a two-hour delay, report to the School for Family and MWR at 1000 instead of 0800. The instructors will rearrange the schedule to make up missed course work in the event of a delay or post closure.

Virtual Classroom Course Expectations:

Virtual Classroom courses are conducted online through the Defense Connect Online (DCO) platform. Students must have a computer with access to the world wide web (www). A DCO account is NOT required to participate in the Academy virtual courses. A link to your classroom will be sent following selection for a course. Each participant will login to the virtual classroom through a dedicated single user devise. Sharing a computer for a virtual course is not authorized.

Telephone: During each virtual session, Students will be provided a toll-free conference call –in number in order to participate in the virtual classroom. Make sure you have a dedicated, reliable telephone line on which to dial in. It is advisable that you use headphone if available. Cell phones, however are not recommended. Course instructors will provide call-in numbers and passcode prior to the start of a course.

Course Schedule: Each virtual course will vary depending on course objectives. Courses will provide 2-16 hours of instruction which can run anywhere from 1-8 weeks in length. Please check the course description for time and length of course. Each virtual session will last no more than two (2) hours per session. A ten (10) minute break is provided at the mid-way point of the session.

Assignments: Homework and other assignments are unique to each class and may require additional, out of class time to complete.

Class Materials: You will be provided with course materials prior to the start of class. All of the class materials provide are yours to keep unless otherwise instructed. Student materials will be sent through a variety of methods to include mail (students must provide a mailing address where they can receive course materials in a timely manor), downloadable documents through the Learning Management Systems collaboration



Administrative

space (see FAQ guide located at www.imcomacademy.com to learn more), email, online libraries, and through file share in DCO.

Books: Some virtual courses will have associated books. Some books will be accessed for free through AKO (instructions will be provided at time of enrollment), some books must be mailed, and some books can be accessed as a download to a tablet or mobile device. Please see course description for more information on course books. NOTE: Not all virtual courses have an associated book. Books are yours to keep unless otherwise stated by the instructor.

Illness/Emergency: If you become ill or have a non-medical emergency (including base closure), please contact your instructor via email within 2 hours of the start of the duty day on the day of your scheduled virtual class. Your instructor may verify with

ACCESS	Dial Prefix
Outside local calls	99
DSN – military installation	94
DSN – Alaska	317
DSN – Australia	715
DSN – Canada	319
DSN – OCONUS to CONUS	312
EUROPE	314
PACIFIC	315
CENTRAL COMMAND – SW ASIA	318
DSN – OCONUS (Pentagon Switchboard)	695-0411
MWR Academy reception area	210-466-1050 DSN 450-1050

your supervisor that you are in a leave status. If you cannot reach your instructor, call the School for Family and MWR at (210) 466-1050 (or DSN 312-450-1050) and leave a message for your instructor.

Residential Student Support Services:

Computers: Computers are available in the student lounge to access your e-mail when class is not in session. The four (4) stations may also be used to complete individual or group projects and assignments (when class is not in session). To access e-mail in the student lounge you will need a CAC Card.

Student Lounge: The student lounge is the large open area which is available for relaxing, eating, reading, checking e-mails, completing class assignments, and/or research. Magazines, a telephone, five computers with printer access, beverage bar, refrigerator/freezer, snack and beverage machines are situated in this area for your convenience. Coffee, tea, and hot chocolate on the beverage bar are free for all

the School for Family and MWR students on TDY status. Please keep this area clean. If you utilize the refrigerator/freezer please mark all items with your course title, student name and date. At the conclusion of class, please remove any and all leftover items from this area and leave it cleaned for the next course. Please observe the recycling bins instructions and place items in the proper receptacle.

Telephones: A telephone is located in the student lounge and each classroom. The phones will access local civilian numbers, CONUS and OCONUS DSN numbers. Please limit your phone calls to five (5) minutes or less so that others may use the phones during breaks.

The following chart will aid in accessing local and DSN numbers.

Transportation: Passenger vans are provided for travel between the lodging site and the School for Family and MWR. These vans may be used to go to dinner in the evening or trips to the local food markets, airport and/or official class trips. The vans may only be used within a 15 mile radius of the School for Family. Volunteer drivers will read information on van operations and emergency procedures. Passengers please be considerate of the volunteer drivers.

Vans cannot be used for personal business or travel. Eating, drinking and smoking in the vans is prohibited. Students are responsible for keeping the vans neat and clean.

Please inform the School for Family and MWR Facility Management Division when fuel is required for the vehicles. The staff will coordinate with the volunteer van driver to fuel up the vehicle. Please do not let the fuel level drop below $\frac{1}{4}$ of a tank. Vans should be filled-up each Friday to avoid the need for fueling over the weekend.

Virtual Course Helpful Tips:

Before starting your virtual class:

- Inform co-workers when you will be in class and post a sign on your door or desk
- Put an "out of office" on your Outlook calendar
- Use a headset instead of your computer speakers to minimize disruptions to others.
- If using a cordless headset, check and charge the batteries
- Turn off the ringers/alerts on telephones and cell phone
- Turn off e-mail and instant message alerts.

Virtual Classroom ground rules:

- Use the mute button on your phone or dial "6" to mute/unmute; Do not place call on hold
- Raise your virtual hand and you will be called on to ask your question or make a statement

- Identify yourself before speaking (when not being called on)

Student & Supervisor Agreement for Virtual Courses:

The Installation Management Command (IMCOM) Regulation 350-1, IMCOM Training and Leader Development states:

"The Installation Management Community is dedicated to developing a healthy, well-balanced, multi-skilled workforce comprising military and civilian leaders and personnel with the knowledge, skills, and opportunities to successfully and innovatively accomplish the mission. Leader and workforce development, a strategic imperative, is nested in the Installation Management Campaign Plan, Line of Effort 3. A multi-skilled workforce, comprised of military and civilian leaders and personnel is key to the successful execution of the mission. IMCOM must build and sustain a cadre of agile and adaptive leaders along with a trained, experienced, and educated civilian workforce to provide excellent services for Soldiers and Families and to meet the day-to-day readiness challenges of sustaining installations " (2010, p2).

Your professional development is a partnership between you and your Supervisor. It is essential that the employee/supervisor cooperation is understood prior to you taking part in a virtual class. The School for Family and MWR is instrumental in providing you with tools and training to help you in that endeavor.

Prior to your acceptance into the Virtual classroom, you and your supervisor must sign the employee and supervisor agreement. This agreement outlines the requirements of the virtual classroom, and the responsibilities of you as a student and your supervisor. It highlights the importance of your participation, the length of your virtual classroom and the resources needed at the Garrison for you to succeed.

Supervisor Responsibilities:

- Authorize employee to participate in the School for Family and MWR virtual class (2 hrs/wk)
- Authorize employee time to complete any required assignments (2-4 hrs/week)
- Assist employee with assignments when required.
- Support student in attaining necessary tools and equipment needed (ie. dedicated time, computer, internet access, phone line, etc.) to be successful.

Visit www.imcomacademy.com FAQ to download a copy of the Employee and Supervisor Agreement.

Administrative Support:

The Academy Registrar is available for assistance with the School for Family and MWR website and/or transcript support. Assistance can be obtained through the following:



Administrative

- Email—learners may email the Academy at imcom.academy@us.army.mil. The inbox is monitored on Monday—Friday during the duty day; responses will be provided within 24 hours.
- Telephone—learners may call the Academy at 210-466-1050 and speak directly to the registrar. Registrar duty hours are from 0700—1530, Central Time Zone, Monday—Friday,
- Self-reporting—learners who experience technical issues can work issues on their own by visiting the Academy's Frequently Asked Questions (FAQ) page or by submitting a help ticket. Both are available 24 hours a day at www.imcomacademy.com

Students who are attending a resident course will also be provided with administrative support who will assist with TDY orders, travel vouchers, faxes, messages, etc.

Students who have been selected for attendance to a resident classroom course will direct course questions to the course instructor.

NOTE: See Appendix Section for Frequently Asked Questions

Administrative Policies

Privacy Statement:

References: DOD Directive 5400.11, dated 08 May 2007
U.S.C. 522, Freedom of Information Act
U.S.C. 522a, Privacy Act of 1974

The School for Family and MWR is committed to protecting privacy of our students, staff, faculty, employees, and any other stakeholders in all communications and documents in the School's possession. This information includes, but is not limited to, personal information, academic transcripts, academic records, emails, etc. Such information belongs exclusively to the individual, and cannot be released outside of the School without the prior written approval of the individual who owns these records, except as provided under the Family Education Rights to Privacy Act (FERPA).

FERPA Rights

The Family Educational Rights and Privacy Act of 1974, as amended ("FERPA") sets out requirements designed to afford students certain rights with respect to their education

records. In addition, it puts limits on what information the School for Family and MWR may disclose to third parties without receiving prior written consent from the student. The School for Family and MWR maintains Student educational records, provides students access to their records, and keeps information contained in those records confidential.

The Act covers anyone who has enrolled at the Academy including:

- Active students currently enrolled in any Academy offering
- Former students and Alumni

Procedure to Inspect Education Records: Students have the right under FERPA to inspect and review their education records. A student may review his/her transcript by logging into their account at <http://www.imcomacademy.com>

Education Records are records directly related to a student and maintained by the School for Family and MWR, including: Transcripts, Collaboration space uploads and blog entries, and other records of significant contact with a student to include home-work and e-mail correspondence.

When a record contains personally identifiable information about more than one student, the student may inspect and review only the information that relates to him/her personally.

Disclosure of Educational Records:

The School for Family and MWR generally will not permit disclosure of personally identifiable information from the records of a student without prior written consent of the student.

Personally identifiable information is disclosed (some items are mandatory, some discretionary) from the records of a student without that student's prior written consent to the following individuals or institutions or in the following circumstances:

- A School for Family and MWR officials who have been determined by the school to have legitimate educational interests in the records such as school officials or the employees supervisor. A school official is a person employed by the school in an administrative, supervisory, academic or research, or support staff position.
- This includes, but is not limited to human resources and accounting staff for purposes of the tuition reimbursement plan; or a person employed by or under contract to the school to perform specific tasks, such as an auditor, consultant, or a student serving on an official committee or assisting another school official.
- Organizations conducting certain studies for or on behalf of the school.



Administrative

- Accrediting commissions or state licensing or regulatory bodies to carry out their functions.
- Appropriate parties in health or safety emergencies.

Equal Opportunity:

References: AR 600-20, Army Command Policy, Chapter 6 and Appendix D
IMCOM Command Policy 4, Equal Opportunity

The School for Family and MWR is an equal educational opportunity school:

- The Academy follows all federal guidelines including Title IX of the Educational Amendments of 1972 relating to the recruitment, employment and retention of employees.
- The Academy does not discriminate on the basis of race, color, national origin, sex, age, or disability in any of its policies, procedures or practices.
- The Academy's nondiscrimination policy covers admission and access to, treatment and employment in, school programs and activities.

Sexual Harassment:

The School for Family and MWR policies prohibit sexual harassment.

The school abides by the policy and appeal procedures of Assembly Bill 803, — Protection For Students and Staff Regarding Sexual Harassment.

If a student experiences sexual harassment problems, he or she should immediately notify the Director, School for Family and MWR, 2280 Signal Road, Fort Sam Houston, TX 78234 (210) 466-1050.

Affirmative Action:

Reference: IMCOM Supplement 1 to AR 690-12

The School for Family and MWR strives to overcome any ethnic, economic, disabled, and/or gender under-representation in the composition of the student body or any factors that discriminate against students who seek to be educated here.

The School has responsibility for ensuring equal educational opportunities for all eligible employees of Family and MWR, IMCOM. Within its capacity, the School for Family and MWR will provide for the prompt, fair, and impartial consideration of all grievances regarding race, color, religion, gender, disability, sexual orientation, or national origin.

The Installation Management Command provides access to grievance procedures for all students and encourages the resolution of student's problems on an informal basis.



Administrative

As an equal educational opportunity school, the School for Family and MWR complies with Title IX of the 1972 Education Amendments and Section 504 of the Rehabilitation Act of 1974.

The school will make every attempt to eliminate any remaining barriers that cause significant under-representation of minority, disabled, or economically, educationally, or socially disadvantaged students.

Non-discrimination:

References: Army Regulation 690-12, Equal Employment Opportunity and Affirmative Action.
Department of the Army Memorandum 690-6, Delegation of Authority for Civilian Personnel and Equal Employment Opportunity Program.

The School provides a teaching/learning environment that is free from any type of discrimination based on race, color, religion, sex, national origin, age, sexual orientation, protected genetic information, status as a parent, lawful political affiliation, marital status, physical/mental disability (if not a job factor), membership or non-membership in an employee organization, or any other non-merit factor.

This applies to the selection of students for courses, course completion requirements, testing, grading, student discipline, graduation requirements, and travel reimbursements.

Americans with Disabilities Act (ADA)/504:

The School for Family and MWR does not unlawfully discriminate based on physical or mental disability.

Code of Conduct:

The School for Family and MWR has established the following Code of Conduct for all members of the School for Family and MWR community including students, faculty, and instructors. Those found to have committed a violation or to have attempted to violate this Code of Conduct will be subject to disciplinary actions. Members of the School for Family and MWR community are expected to conduct themselves professionally, and refrain from acts of misconduct including but not limited to the following five categories:

- Dishonesty, cheating, plagiarism, misrepresentation or furnishing false information, or forgery, misuse of academic or administrative materials.
- Harassment, stalking, humiliation, name-calling, the use of insulting or offensive language, cyber-bullying, threatening communications, abuse and intimidation.

- MG ROBERT M. JOYCE - INSTALLATION MANAGEMENT ACADEMY - SCHOOL FOR FAMILY AND MWR

- I will give prompt notification to my instructors when I observe academic dishonesty.
- I will model behavior that reflects the spirit of Army values. Further, I will insist that my fellow students also model that behavior.

Failure to uphold these standards may result in your dismissal from School for Family and MWR training.

** Adapted from the U.S. Army Management Staff College Honor Code and the University of Oklahoma Academic Integrity Policy*

Acceptable Use of Information Technology:

References: AR 25-1, Army Information Management, dated 31 May 2002
 AR 25-2, Information Assurance, dated 15 November 2003
 Joint Ethics Regulation (JER), dated 10 January 2002
 Administrative Assistance to the Security of the Army Policy Letter,
 06 February 1997
 AR 380-67, Personnel Security Program, dated 09 September 1988
 Acceptable Use of Government Furnished Automated Information
 System (AIS) – Policy Memorandum # 7

The School for Family and MWR, IMCOM Academy web site must be in support of education and research consistent with the purposes of the School, IMCOM, and the U.S. Army.

No use of the School's web site shall serve to disrupt the use of the network or the web site by other users.

All communications and information accessible via the School's web site should be assumed to be the property of the School for Family and MWR.

The School for Family and MWR technological equipment and resources may not be used to install or illegally obtain software or data. Any software installation on a government owned computers must be approved by the IT Department.

An account is assigned to an individual and must not be used by others. The individual is responsible for proper use of the account, including password protection. The individual must take all reasonable precautions, including password maintenance and file and directory protection measures, to prevent use of their account by others.

Student records and course work are considered confidential and are to be protected in accordance with federal and state laws and School policies.

Copying, renaming, changing, or deleting files belonging to the School or any other user with malicious intent is prohibited.

Attempts to bypass the School's standard technological procedures are prohibited (e.g., hacking). This includes, but is not limited to, attempts to discover another user's password, taking resources from other users, distribution or execution of a program that damages another user's files or computing resources, and gaining access to resources for which proper authorization has not been given.

The School's computing resources, including email and other electronic communications, will not be used to harass others. Sending of obscene, abusive, or threatening messages is prohibited and may be a violation of state and/or federal law.

Accessing pornographic or obscene material via the Internet through the School's computing resources that is not related to work or educational purposes is prohibited.

The Information Technology department, in conjunction with the administration, will make decisions on whether specific uses of the School's web site are consistent with this policy.

Fair Use of Copyrighted Material:

References: 17 U.S.C, Section 107, U.S. Copyright Act

The Copyright Act (17 U.S.C. Section 107), applies to the digital environment without regard to the medium of the original work.

Fair use does not supersede licensed resources, unless the terms of controlling agreements specifically defer to U.S. Copyright Act 17 U.S.C. Section 107.

Fair use depends on a case-by-case examination of facts surrounding each case, and the four factors identified in U.S. Copyright Act 17 U.S.C. Section 107:

- The purpose or character of the use; including whether such use is of a commercial nature or for nonprofit educational purposes.
- The nature of the copyrighted work used.
- The amount and substantiality of the work being used.
- The effect of the use on the market for or value of the original work.

The copyright law of the United States governs the making of photocopies or other reproductions of copyrighted materials. Under certain conditions specified by the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship or research." If a patron makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

The School for Family and MWR licenses several instruments for limited use in our courses. This license does not extend to students who want to duplicate and redistrib-



Administrative

Use the material back at their installations without prior consent. The Academy reserves the right to refuse to accept a copying order, if, in its judgment, fulfillment of the order would involve violation of copyright law.

Transcripts

Official:

Academy transcripts are issued only to those students who have successfully completed coursework at the MG Robert M. Joyce Installation Management Academy, School for Family and MWR.

Official transcripts are processed on a first come, first serve basis. The turnaround time, for mailing or receiving from our office, excluding delivery, is three to five business days.

Instructions for requesting transcripts:

Transcript request must be made in writing. The request form is available for your convenience (see www.imcomacademy.com).

Upon completion of the form, please print and sign.

Mail, scan and e-mail or Fax completed form to:

Mail: MG Robert M. Joyce Installation Management Academy
School for Family and MWR
Attention: Registrar
2280 Signal Road
Building 4022
Fort Sam Houston, TX 78234
Phone: 210-466-1050
E-mail: imcom.academy@us.army.mil

Please place in the subject line: Transcript Request
Fax: 210-466-1032

American Council on Education (ACE) Transcripts:

For the benefit of our graduates, the MG Robert M. Joyce Installation Management Academy, School for Family and MWR participates in the American Council on Education's (ACE) Transcript Services. The ACE Transcript Service offers a lifelong record for students who have successfully completed courses reviewed by ACE CREDIT. This service enables adult learners to present a nationally recognized transcript to the college or university of their choice for the potential award of academic credit. For more information, visit the ACE CREDIT Transcript Service website at <http://www2.acenet.edu/credit/?page=transcripts>.



Administrative

Please follow these steps to register with ACE Transcript System:

For First Time or New Users: ACE CREDIT Services charge \$40 to register and receive a complimentary transcript, each subsequent transcript is \$15.

Go to URL: <https://www2.acenet.edu/credit/?fuseaction=transcripts.main>

Select create an account.

Complete all required information (marked with an asterisk *).

Ensure you write down your user name and password, as you will be requested to log back in.

Press "Create My Account" button.

"Save" your work.

ACE Transcript System will send the Academy an e-mail for verification.

Once the Academy has verified your transcript, ACE will notify you by e-mail with instructions on how to make your \$40.00 payment. The payment will complete your registration.

Upon receipt of request from ACE Transcript System, please allow six to ten days for completion of the action from ACE.

For Returning Users: If you have already registered and have an existing account, please follow these steps:

Go to URL: <https://www2.acenet.edu/credit/?fuseaction=transcripts.main>

Enter User Name and Password.

Press "LOGIN" button.

If you want to add an additional college credit-recommended course since the time that you registered, follow these steps:

- Search your profile.
- Enter the title of the course from the MG Robert M. Joyce Family and MWR Academy.
- "Save" your updates.

ACE Transcript System will send the Academy an e-mail for verification.

Upon receipt of request from ACE Transcript System, please allow six to ten days for completion of the action from ACE.



Administrative

Once the Academy has verified your transcript, ACE will notify you by e-mail with instructions on how to make your \$15.00 payment. The payment will complete your transcript request.

To Obtain Help with the ACE Transcript System: If you encounter difficulty with the ACE website or have questions (e.g., status of transcript, provide credit card information), please contact:

ACE CREDIT

E-Mail: credit@ace.nche.edu

Phone: 1-202-939-9470

Toll Free: 1-866-205-6267

Hours: Monday-Friday, 08:45 am – 4:45 pm EST

ANSI/IACET Continuing Education Units (CEUs): The MG Robert M. Joyce Installation Management Academy, School for Family and MWR has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, the School for Family and MWR has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice.

As a result of their Authorized Provider status, the School for Family and MWR is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard.

Records of CEUs awarded provide a framework within which individuals can develop and achieve long-range educational goals through a variety of available options. Progress towards such goals, at the individual's own pace and possibly planned over a number of years, can be demonstrated and documented by official records of CEUs awarded.

A trained and qualified professional from the Academy reviews and awards IACET CEUs for all the Academy-sponsored courses. These independent reviews ensure that the courses meet the IACET Standards. The MG Robert M. Joyce Installation Management Academy, School for Family and MWR maintains permanent records that allow graduates to obtain and/or transmit to others, a record of their lifelong learning experiences.

Non-Official: You may view and/or print an unofficial copy of transcript by following these steps:

1. Go to <http://www.imcomacademy.com>
2. Click Login/Enter Academy.
3. Roll mouse over My Workspace.

Click My Transcript.

View/Print at this time.