COLUMBIA SOUTHERN UNIVERSITY

Student Handbook 2014

GRADUATE & UNDERGRADUATE

Nondiscrimination Policy

CSU provides equal educational opportunity and does not discriminate with respect to race, religion, national origin, sexual orientation, physical handicap, age, marital status, gender or status such as a disabled veteran.

Policy Disclaimer

At CSU, we are committed to ensuring that our students are kept informed of the latest principles, theories, and applications pertaining to their studies. However, CSU reserves the right to make changes as deemed appropriate in our course offerings, curricula, academic policies, and other rules and regulations affecting students without prior notification.

Dear Students,

The CSU family of administrators, faculty, and support staff are excited you have chosen Columbia Southern University (CSU) to complete your educational goals. You join a diverse group of students located around the world, ready for a life-changing learning experience.

Our service-centered environment and student-centered staff enables each learner to achieve their educational goals and objectives through an online learning platform, driven by engaging faculty, quality courses, technical support, and affordable tuition.
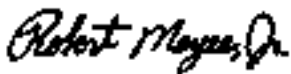
CSU was founded on strong values of providing a family culture and work environment of caring and respect that provides a foundation for CSU faculty, staff, and administration to provide and create an exceptional student experience. You can expect caring staff that will support you during special circumstances and faculty that will challenge you, equating to a great learning experience. Understanding the culture and purpose of CSU is a primary step in developing a commitment to your academic endeavors and yourself.

Through the offering of quality programs and building longer term relationships with students and the industries we serve, CSU maintains a competitive and quality national and international reputation as an institution of higher learning. As a student, you have a team that is committed to your success.

The Student Handbook has been assembled to provide departmental information, policies, and procedures that will be important to your success as a CSU student.

Utilizing this handbook as an active resource will enhance your knowledge of institutional expectations, define policies, and expound on procedures needed to complete course and program assignments.

If you need further assistance, please feel free to contact your Academic Advisor. Thank you for choosing Columbia Southern University!

Robert Mayes, President

Columbia Southern University

Table of Contents

I. Introduction

The Student's Ultimate Resource

The CSU Student Handbook serves as the student's personal guidebook, assisting them in answering questions related to policies and procedures that are both academic and administrative in nature, support services available for student success, academic guidance and the responsibilities, expectations, and rights of students. We recognize the delicate balance of work, family, and other commitments while pursuing higher education. This resource was created to assist you while on your journey to degree completion.

The CSU University Catalog and CSU Website are resources for online degree program listings and other information that may not be contained in the Student Handbook.

Scope of the Student Handbook

The policies and procedures contained in the Columbia Southern University (CSU) Student Handbook are applicable to all members of the CSU community, including students, staff, faculty, and administration. The Student Handbook is the official document regarding policies, procedures, and resources of Columbia Southern University.

The University conducts on-going benchmarking with similar institutions to provide the most relevant, useful information for the Student Handbook. The handbook is regularly updated to incorporate changes to University policies and/or procedures.

The University reserves the right to revise or update any provision of the Student Handbook with or without notice. The current edition of the Student Handbook supersedes all previous editions.

II. About CSU

Mission Statement

Columbia Southern University provides diverse learning experiences and affordable, flexible distance education programs at the certificate, undergraduate, and graduate levels to a global student body, delivered by qualified, student-centered faculty committed to teaching and student learning. The University is dedicated to providing exceptional academic and student support services.

Core Values

The CSU mission rests on the commitment to and achievement of the following core values:

- Integrity, fairness, tolerance, and professionalism in all operations which support our mission;
- Focus on affordable, quality online instruction including undergraduate programs with a general education core that promotes life-long learning and the success of its graduates;
- Receptivity and respect for a diversity of cultures, ideas, experiences, and people by all areas of the university;
- Accessibility, flexibility, and the use of appropriate technology in the delivery of its online programs, services, and operations;
- Encouragement of scholarly pursuit and creative endeavors of students, faculty, and university staff;
- Provide student-centered support services that are personal, responsive, and geared toward assisting students in achieving their educational goals;
- Collaboration with business, industry, the community, and governmental bodies to create affordable and accessible learning opportunities for employees;
- A focus on long-term relationships and serving constituencies with special needs that include members of the armed services, public service employees, law enforcement, fire, and public safety individuals;
- A professional outlook that values innovation, ongoing self-assessment, creative thinking, and a willingness to lead positive educational change;
- Provide staff and faculty with a stable and enjoyable work environment enriched by a family culture of caring, respect, and open communication;
- Fulfill the role of a good corporate citizen through community participation and support.

Vision

The Vision of Columbia Southern University is to change and improve lives through higher education by enabling students to maximize their professional and personal potential.

Board of Trustees

Columbia Southern University is governed by an eight to fifteen member Board of Trustees, which establishes the mission of the University and determine the general policies and affairs of the University. The Articles of Incorporation and the By-laws of Columbia Southern University clearly define the powers, duties, and responsibilities of the Board of Trustees.

For additional information on the Board of Trustees, please visit http://www.columbiasouthern.edu/About-CSU/Board-of-Trustees

Accreditation

Columbia Southern University is an accredited member of the Distance Education and Training Council (DETC). All CSU programs have been reviewed and approved by DETC and Alabama Department of Post-Secondary Education. The Accrediting Commission of DETC is listed by the U.S. Department of Education as a nationally recognized accrediting agency, and is a recognized member of the Council for Higher Education Accreditation (CHEA). CHEA is a nonprofit organization serving as a national advocate for self-regulation and academic quality through accreditation.

Distance Education and Training Council

1601 18th Street, N.W., Suite 2
Washington, D.C. 20009
(202) 234-5100
www.detc.org

Gainful Employment Disclosure

Columbia Southern University (CSU) self-discloses information pursuant to Gainful Employment Law. CSU is forthright in publishing gainful employment information so students have the information necessary to make informed, rational educational decisions. For information concerning median loan debt, cost of attendance, occupational information or graduation rates, please visit http://www.columbiasouthern.edu/disclosure.

State Authorization and Licensure

Columbia Southern University is licensed by the State of Alabama, Department of Post-Secondary Education pursuant to the Alabama Private School License Law, Code of Alabama, Title 16-46-1 through 10. For additional information on state licensure, please visit www.columbiasouthern.edu/About-CSU/Accreditation/State-Licensure.

Higher Education Related Membership

CSU is an institutional member of the American Council on Education (ACE), a major higher education coordinating body that influences public policy through advocacy, research, and program initiatives. ACE is open to accredited degree-granting colleges and universities, and higher education associations within the United States.

CSU Service Pledge

At CSU, students will find our staff ready to assist them. We pride ourselves on providing a high level of personalized service and for going "the extra mile." We will work hard to solve any problems or issues that arise. If a student ever feels he/she did not receive this level of service, please let us know. In return, students are expected to be courteous and professional in their communications with CSU staff & faculty. Abusive language and rude behavior will be considered ethical misconduct.

Administration & Academic Officers

Columbia Southern University employs qualified administrative and academic officers who effectively lead the institution through expertise, experience, and competence. These foundational leaders of the CSU community are actively engaged in accomplishing the mission of the University through a combination of credentials and expertise associated with their positions.

For additional information on Administration and Academic Officers, please visit www.columbiasouthern.edu/About-CSU/Administration.

III. Student Communications

Hours of Operation and Contact Information

Address
Columbia Southern University
21982 University Lane (Shipping)
P.O. Box 3110 (Mailing)
Orange Beach, AL 36561

Main Telephone Number
800.977.8449
251.981.3771

Main Fax Number
251.981.3815

Business Hours (CST)
Monday—Thursday
Main Office: 8AM to 5PM

Academic Advising Center, Student Services,
and Admissions: 8AM to 7PM

Friday
Main Office: 8AM to 3PM

Business Affairs, Office of Financial Aid,
and Office of the Registrar: 8AM to 5PM

Academic Advising Center, Student Services,
and Admissions: 8AM to 7 PM

Technical Support
Monday—Friday: 8 AM–11 PM
Saturday—Sunday: 10 AM–7 PM

Accounting/Business Affairs
accounting@columbiasouthern.edu
Phone: 877.323.4472
Fax: 251.224.0570
Main Office Hours

Admissions
admissions@columbiasouthern.edu
Phone: 877.347.6050
Fax: 251.224.0540

Bookstore
http://bookstore.columbiasouthern.edu
bookstore@columbiasouthern.edu
Phone: 877.323.4474
Main Office Hours

Career Services
careerservices@columbiasouthern.edu
Phone: 877.297.6192
Main Office Hours

Disability Services
disabilityservices@columbiasouthern.edu
Phone: 888.785.3005
Main Office Hours

Financial Aid
financialaid@columbiasouthern.edu
Phone: 877.316.8396
Fax: 251.224.0590
Main Office Hours

Learning Partnerships
learningpartners@columbiasouthern.edu
Phone: 800.344.5021
Main Office Hours

CSU Online Library
thevirtuallibrarian@columbiasouthern.edu
Phone: 877.268.8046
Online: 24/7
Email: 24/7

Student Resolution Manager
Phone: 877.845.7926
Main Office Hours

Quality Assurance
Phone: 800.977.8449
coursequality@columbiasouthern.edu
Main Office Hours

Office of the Registrar
registrar@columbiasouthern.edu
Phone: 877.316.0219

STUDENT COMMUNICATIONS

Student Affairs
VPSA@columbiasouthern.edu
Phone: 888.758.8614

Student and Alumni Engagement
CSU-SAE@columbiasouthern.edu

Student Services and Academic Advising
students@columbiasouthern.edu
Phone: 877.323.4471
Fax: 251.224.0550

Success Center
teamsucceed@columbiasouthern.edu
Phone: 877.875.0533
Main Office Hours

Technical Support
techsupport@columbiasouthern.edu
877.399.1063

Website
http://www.columbiasouthern.edu

Blackboard Site
http://online.columbiasouthern.edu

Student Portal
http://mycsu.columbiasouthern.edu

Holidays
University offices are closed annually in observance of the following holidays: (Specific date closure information is published in myCSU Student Portal under the Announcements section.)
New Year's Day - January 1
MLK Jr. Day - January 20
Fat Tuesday (Mardi Gras) - March 4
Good Friday - April 18
Memorial Day - May 26
Independence Day - July 4
Labor Day - September 1
Veterans Day - November 11
Thanksgiving - November 27-29
Christmas - December 24-26

Official Mode of Communication
Columbia Southern University considers email as the official form of communication. Important student information and announcements are communicated through this method. An appropriate, individual (non-shared) e-mail address is required for all CSU students. Students are expected to maintain a current email address on file with the University. In the event a student's e-mail address is no longer valid, access to myCSU Student Portal may be restricted until such time the address is updated. This policy is officially published within Technology Policies.

Email communications are subject to all applicable university policies, including Student Rights and Responsibilities and Student Code of Conduct policies.

Student Contact Information
Students are expected to maintain updated contact information on file with the University. A convenient, online form is available to assist students in remaining current with personal contact information.

Note: Any name change will require submission of official supporting documentation; such as a marriage certificate, divorce decree, driver's license, Social Security card, passport, or court documented name change.

IV. Tuition & Financing

Tuition Rates

CSU tuition rates are priced competitively to allow your dream of achieving a quality education to be within reach. Tuition and other student fees are payable in U.S. funds by check, credit card, money order, or other approved financing programs. A complete listing of Payment Options can be found on the CSU website.

Education Level	Cost Per Credit Hour
Undergraduate	$210
Graduate†	$275

Rates are per credit hour. Most courses are 3 credit hours. Tuition and fees are payable in U.S. funds. Tuition Rates are subject to change.
For the most current tuition information, please visit ColumbiaSouthern.edu/Financial.
†The tuition rate for graduate courses per-credit hour is $250 for all active-duty military members using military tuition assistance (not applicable for CSU learning partners). The lower rate is offered to keep the tuition rate at the DoD cap of $250.

CSU Learning Partners receive a tuition discount that is applied to the full tuition rate. Tuition rates are subject to change.

Student Fees

Fees are charged when services are rendered.

Fee	Amount
Application Fee-Domestic	$0
Application Fee-International	$0
CSU Online Library Fee (One-Time Fee)	$20
Graduation Fee	$75
DBA Dissertation Fee*	$1,200
DBA Research Project Fee**	$900

Optional Fees

Priority Evaluation Fee	$25
Transcript Request Service Fee	$0
Change of Degree Program / Concentration Fee	$25
In-Program Re-Evaluation Fee	$25
Bachelor to Associate Degree Request	$100
Term Late Enrollment Fee	$50
Return Check Fee	$25
Remote Proctor Now ***	$20

Additional fees may apply for students utilizing the standard proctoring option.

Official CSU Transcript	$10
Late Payment Fee	$15
Change of Payment Plan Fee	$50

Incomplete Course Fees
Per-Course Programs:

15 day	$25
30 day	$50
60 day	$100

Term Programs:

45 day	$50

Fees and shipping & handling charges are non-refundable and subject to change.

Automatic Credit Card Payment Plan

Term Programs

CSU offers an automatic credit card payment plan for students paying out-of-pocket. This plan allows students to spread tuition payments out over time by having them automatically charged to a credit card on a pre-set schedule. The student's credit card will be charged for half of the tuition due for the term upon registration and half at the start of the fifth week of the term.

To be eligible for this plan, the student must:

- Have declared an undergraduate or graduate degree as their academic goal
- Use a credit card as payment
- Have an acceptable credit history with CSU (New students automatically qualify if the first tuition payment is approved).

Military Educational Benefits

CSU is approved to offer Veterans Affairs (VA) Benefits through DANTES. In most cases, these benefits will cover the entire cost of your program. Students approved for these educational benefits are to pursue tuition payment through required official documents.

The following links are for informational purposes as students pursue these benefits:

- Military Tuition Assistance†
- Veterans Affairs Benefits: VA Benefits
- DANTES Tuition Assistance: DANTES Tuition Assistance

Types of Federal Student Aid Available

(To be eligible for Federal Student Aid, students must be admitted unconditionally.)

Federal Student Aid (FSA), also known as Federal Financial Aid, offers grant and loan programs administered by the U.S. Department of Education. CSU participates in the following grants and loans available through Federal Student Aid:

* Federal Grant Programs
> Pell Grant—Undergraduate Students Only

* Federal Loan Programs

> Direct Subsidized Loans
> Direct Unsubsidized Loans
> Direct PLUS Loans for Parents *(Undergraduate Students Only)*
> Direct PLUS Loans—*(Graduate Students Only)*

For detailed information regarding Federal Student Aid including eligibility, procedures for applying, awarding FSA and loan counseling, students should access the Office of Financial Aid website at
http://www.columbiasouthern.edu/Financial/
Office-of-Financial-Aid.

Tuition Refund Policy

Per-Course, Term and Flexible Enrollment Programs for Veterans

Refunds are subject to state policies. For information about refund policies in specific states, please see the State Licensure page of the CSU Website.

Students who wish to drop/withdraw from a course or withdraw from their program should complete the Course Drop/Withdrawal Form located in myCSU Student Portal. Alternatively, students may withdraw in any manner by contacting the Office of the Registrar. Any refunds due will be issued within 30 business days. All students that drop/withdraw from a course after the drop date (7 calendar days for a course in the Term Enrollment Programs or Flexible Enrollment Programs for Veterans and 2 calendar days for a course in the Per-Course Enrollment Programs) can be charged a 20 percent Registration Fee * (maximum of $200 per degree program). The remaining tuition will be refunded based on the course start date and the tuition percentage amounts listed below or the applicable state refund policy, whichever is more student friendly.

Tuition Due Student in the:

- 1st week: 100%
- 2nd week: 80%
- 3rd week: 60%
- 4th week: 40%
- 5th week: 20%
- 6th week: 0%

Iowa State Refund Policy

The Iowa State Refund Policy applies when students who are residents of Iowa withdraw, drop, or are administratively dropped from a course or the institution and is calculated as follows:

- Remaining # of scheduled school days (up to 60% of the total scheduled school days)
- Divided by
- The total number of scheduled school days (up to 60% of the total scheduled school days)
- Multiplied by 90% of the charged tuition

Maryland State Refund Policy

The Maryland State Refund Policy applies when students who are residents of Maryland withdraw, drop, or are administratively dropped from a course or the institution.

Tuition Due Student:
Proportion of Total Course, Program, or Term Completed as of

Date of Withdrawal or Termination	Tuition Refund
Less than 10%	90% Refund
10% up to but not including 20%	80% Refund
20% up to but not including 30%	60% Refund
30% up to but not including 40%	40% Refund
40% up to but not including 60%	20% Refund
More than 60%	No Refund

Arkansas State Refund Policy

The Arkansas State Refund Policy applies when students who are residents of Arkansas withdraw, drop, or are administratively dropped from a course or the institution.

Tuition Due Student:
Proportion of Total Course, Program, or Term Completed as of

Date of Withdrawal or Termination	Tuition Refund
Less than 25%	Prorated
25% up to but not including 50%	50% Refund
50% up to but not including 75%	25% Refund
More than 75%	No Refund

Indiana State Refund Policy

The Indiana State Refund Policy applies when students who are residents of Indiana withdraw, drop, or are administratively dropped from a course or the institution.

Tuition Due Student:
Proportion of Total Course, Program, or Term Completed as of

Date of Withdrawal or Termination	Tuition Refund
Less than 10%	90% Refund
10% up to but not including 25%	75% Refund
25% up to but not including 50%	50% Refund
50% up to but not including 75%	25% Refund
More than 75%	No Refund

Mississippi State Refund Policy
The Mississippi State Refund Policy applies when students who are residents of Mississippi withdraw, drop, or are administratively dropped from a course or the institution.

Tuition Due Student:
Proportion of Total Course, Program, or Term Completed as of

Date of Withdrawal or Termination	Tuition Refund
Less than 10%	90% Refund
10% up to but not including 25%	50% Refund
25% up to but not including 50%	25% Refund
More than 50%	No Refund

Enrollment Status Requirements

Term Programs

Students must be enrolled at least half-time in order to be eligible to receive federal student aid (FSA). If a student's enrollment status changes during the first week of classes, or a student does not begin attendance in all courses, the amount of federal student aid awarded will be recalculated. Please refer to the chart below for enrollment status classifications.

	Undergraduate (Associate and Bachelor Degree Programs)	Graduate (MS and MBA Programs)
Full-Time	6 credits +	3 credits +
Half-Time	3 credits	N/A

* Dissertation Fee $1200 to be paid in equal increments of $300 upon enrolling in DBA 9306A, DBA 9306B, DBA 9306C and DBA 9306D (or Project Fee $900 paid in equal increments of $300 upon enrolling in DBA 9406A, 9406B and 9406C)
** $900 to be paid in equal increments of $300 upon enrolling in DBA 9406A, DBA 9406B, and DBA 4306D
*** Fee to utilize this service will be made to Software Secure

V. Enrollment Options

An application for admission is required for all students; in addition, all applicable admission requirements apply. Per-Course Enrollment Programs are not eligible for Title IV Federal Student Aid (FSA) or veteran benefits administered by Veterans Affairs (VA). All of the online programs offered at CSU are available in the Per-Course Enrollment Programs option.

Term Enrollment Programs

CSU Term Enrollment Program courses are 8 weeks in length and have set start and end dates coinciding with the Academic Term Calendar. This enrollment option provides a more structured framework that facilitates on-time course completion while allowing the student flexibility throughout the week for assignment completion. Weekly, substantive interaction is required through submission of discussion board postings and other assignment types. Each week begins on Wednesday and ends on Tuesday. Discussion board assignments are due on Saturday and Tuesday. All other weekly assignments are due by Tuesday each week. All assignments are due by midnight Central Standard Time (CST) on the respective day. A term begins almost every month of the year allowing students to begin courses at a time that is convenient to them. The full academic term calendar and term course schedule can be viewed on the CSU website. Students utilizing Title IV Federal Student Aid are required to enroll in Term Enrollment Programs.

Flexible Enrollment Programs for Veterans

CSU Flexible Enrollment Program courses for Veterans are 8 weeks in length and have set start and end dates coinciding with the Academic Term Calendar. A term begins almost every month of the year, allowing students to begin courses at a time that is convenient for them. This enrollment option was designed for students using Montgomery GI Bill or Post 911 GI Bill benefits and provides a flexible structure for course completion. Between the scheduled start and end date, students can progress through coursework at their own pace. A suggested course schedule is provided, upon enrollment, as a guide for course completion. Attendance verification is required by week 4 of all enrolled courses to maintain enrollment in Flexible Enrollment Programs for Veteran courses. All of the online programs offered at CSU are available in the Flexible Enrollment Programs for Veterans option.

Per-Course Enrollment Programs

CSU Per-Course Enrollment Program courses are 10 weeks in length and are designed with student flexibility in mind. Coursework is completed through an independent study model that allows students the flexibility to create study-time around other life commitments. This enrollment option offers added flexibility beyond what typical online programs offer. Per-Course Enrollment Programs have no semester start dates; therefore, students can begin courses at a time convenient to them. Students can progress through course assignments at a comfortable pace by creating a schedule for on-time course completion.

Non-Federal Student Aid Programs

Non-Federal Student Aid programs include all Certificate programs and the Associate of Arts in General Studies. Due to accreditation and/or U.S. Department of Education program eligibility regulations, the specified programs are not eligible for Federal Student Aid (Title IV). Students enrolled in these programs may choose to take the programs as a Per-Course Enrollment Program or a Flexible Enrollment Program for Veterans.

Qualifications for Enrollment Options

Columbia Southern University offers three convenient enrollment options. Enrollment qualification criteria are listed below; for a detailed description of each enrollment option, please navigate to the Enrollment Options page found within the Student Handbook.

Term Enrollment Programs

All students enrolling at Columbia Southern University are eligible to enroll in Term Enrollment Programs; however, students utilizing Title IV Federal Student Aid (FSA) are required to enroll in this enrollment option.

Flexible Enrollment Programs for Veterans

Students enrolling at Columbia Southern University are only eligible to enroll in Flexible Enrollment Programs for Veterans through utilization of Montgomery GI Bill (MGIB) or Post 911 GI Bill benefits. Students who do not meet this qualification have the option of enrollment in Term Enrollment Programs or Per-Course Enrollment Programs.

Per-Course Enrollment Programs

Students enrolling at Columbia Southern University are eligible to enroll in Per-Course Enrollment Programs if they are not using Title IV FSA or MGIB / Post 911 GI Bill benefits as funding options.

VI. In-Program Student Requests

Changing Degree Programs

Current and withdrawn students are eligible for admission consideration into a new degree program. Students requesting consideration must submit the following: Program Change/ Re-Evaluation Request Form. Associated fees are listed below:

Change Degree Program.. $25

In-Program Re-Evaluation $25
(update to newest curriculum available for same degree)

Concentration Change... $25

Transient Student to Degree-Seeking Student......................$0

Non-Degree Seeking to Degree-Seeking Student.................$0

Students wishing to change degree programs or concentrations, or who wish to be re-evaluated to a revised curriculum must complete the Program Change/Re-Evaluation Request Form. Official transcripts must be on file for any transferred courses before this request can be processed. Once received, CSU will review your file and provide you a new applicant evaluation report detailing which of the new program courses will be required of you. Additionally, this report will indicate if any of the courses you have previously taken through CSU will apply. Your new evaluation will be subject to current CSU Catalog requirements.

Note: New policies and tuition rates may apply if your original enrollment pre-dates university policy changes. This type of information will be included in the new applicant evaluation report.

Degree to Certificate Transfer Request

Students wishing to obtain a degree level certificate, while enrolled in the corresponding degree program, may request the certificate by submittal of the Degree to Certificate Transfer Request form. Students will be issued the certificate for completion of all courses required in a certificate program.

Associate Degree Request for Bachelor Students

While completing coursework toward the bachelor's degree, students can earn the necessary credits to satisfy the requirements of the associates degree. Students enrolled in a bachelor's degree program may petition for the corresponding associate's degree

upon qualification. Qualification information and the Bachelor to Associate Degree Request Form are located in myCSU Student Portal.

Course Transfer Request

Students wishing to transfer completed courses into their program of study at CSU should submit the Course Transfer Request form.

Transfer Requirements:

- Official transcripts should be requested from each institution in which a course is being considered for transfer; the Course Transfer Request will not be processed until all official documents are received by the Office of the Registrar
- Courses being considered must have similar content to those offered at CSU
- Credits must have been earned at a nationally or regionally accredited institution
- Undergraduate courses must have earned a "C" (2.0) or better to be accepted as transfer credit
- Graduate courses must have earned a "B" (3.0) or better to be accepted as transfer credit
- When submitting a military transcript such as AARTS, SMART, or other military record, please support your request by entering the ACE Guide Number on the request form

Returning Students

Students returning for a subsequent degree program should submit the Application for Admission. A graduation audit must be passed for the previous program. Additional official transcripts/documents not previously submitted may be requested through the CSU Transcript Request Service. CSU cannot order copies of military transcripts, CLEP scores, or international transcripts. Returning students will need to have an evaluation of credit complete prior to beginning their next degree program with CSU. Returning students cannot enroll under temporary status unless they are utilizing veterans benefits.

Re-Admission

Students in an inactive status or those formally withdrawn from the institution will submit the Re-Enrollment Application. Upon submission of the re-enrollment application, submittal of official transcripts not previously received by the university is required. Students may opt to use the Transcript Request Service for assistance in obtaining official documents. Students re-admitted to the university are subject to the current University Catalog,

including academic policies and program requirements. Once all documentation is received by the University, an applicant evaluation report will be issued to the student. Students who are in receipt of an applicant evaluation report may register for courses. Academic advisement should be sought prior to enrolling.

Petition for Graduation

Students within 12 hours of satisfying program requirements are encouraged to file a Petition for Graduation Form. By submission, an official audit of the student record will be performed. The audit will review several facets of the student record including, but not limited to, degree credits earned, financial standing, and official transcript record.

Institutional Transcript Request

Students may request an official transcript from the University by submitting the CSU Transcript Request Form. Please note only transfer credit submitted to the University via official documents will be included on the CSU transcript. Unofficial transfer credit is not notated on the CSU transcript. The transcript will be delivered to the institution or individual notated on the submitted form.

VII. Annual Security Report

The Crime Awareness and Campus Security Act of 1990

The Jeanne Clery Disclosure Compliance Statement

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is the federal law, originally known as the Campus Security Act, that requires colleges and universities across the United States to disclose information about crime on and around their campuses.

Columbia Southern University's Annual Campus Security Report includes statistics for the previous three years concerning reported crimes that occurred on-campus, in certain off-campus buildings, property owned or controlled by CSU, and on public property within, or immediately adjacent to and accessible from, the campus. The report also includes institutional policies concerning campus security, such as policies concerning sexual assault, and other matters. A link to a copy of the report is included below.

The Annual Security Report can be viewed online at http://www.columbiasouthern.edu/Financial/Office-of-Financial-Aid/Consumer-Information

VIII. Drug & Alcohol Prevention

Drug & Alcohol Prevention Program

The Drug-Free Schools and Communities Act of 1989 requires that all institutions of higher education (IHE) adopt and implement an alcohol and drug prevention program to prevent the abuse of alcohol and use of illicit drugs by students and employees on institutional premises or as part of any of its activities. The regulations require an IHE to do the following:

1. Prepare a written policy on alcohol and other drugs.
2. Distribute the policy to every student and staff member each year.
3. Prepare a biennial review report on the effectiveness of its alcohol and other drug (AOD) programs and the consistency of policy enforcement.
4. As part of the biennial review, the institution must determine the following:
   a. The number of drug and alcohol related violations and fatalities that occur on the campus, or as part of any of the institution's activities and are reported to campus officials, and
   b. The number and type of sanctions that are imposed by the institution as a result of drug and alcohol-related violations and fatalities on the institution's campus or as part of any of the institution's activities.

Drug and Alcohol Policy

I. Standards of Conduct

Columbia Southern University (CSU) is committed to providing a drug-free campus and workplace. CSU prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol by students, employees, and guests on its premises, or at any activity it sponsors.

Students, employees, and guests must comply with the federal, state, and local laws concerning underage drinking and illegal drug usage Violations of federal, state, or local laws will be reported to the appropriate law enforcement officials.

Students and employees will be subject to university disciplinary action, up to and including expulsion or separation, pursuant to CSU policies and procedures.

II. Legal Sanctions Regarding Unlawful Use, Possession, or Distribution of Alcoholic Beverages and Illicit Drugs

A. State Laws and Sanctions

The legal drinking age in the United States is 21 in all 50 states and the District of Columbia. Legal drinking age is 18 in the U.S. Virgin Islands, Puerto Rico, and Guam.

Alabama laws related to the illicit possession, use, and distribution of alcoholic beverages or drugs, and the possible legal penalties for violation of these laws can be found at the following web pages:

- http://alisondb.legislature.state.al.us/acas/codeofalabama/1975/21502.htm — Alcohol
  o Sections 28-1-1, 28-1-5, 28-4-20, and 28-3A-25

- http://alisondb.legislature.state.al.us/acas/CodeOfAlabama/1975/coatoc.htm — Drug Offenses
  o Sections 13A-12-211 to 215, 13A-12-250, 13A-12-260

- http://alisondb.legislature.state.al.us/acas/CodeOfAlabama/1975/coatoc.htm — Public Intoxication
  o Section 13A-11-10

- http://alisondb.legislature.state.al.us/acas/CodeOfAlabama/1975/coatoc.htm — Driving while under the influence
  o Section 32-5A-191

B. Federal Laws and Sanctions

United States Code Title 21, Chapter 13, Section 812 establishes classifications of controlled substances and is located at http://uscode.house.gov/view.xhtml?path=/prelim@title21/chapter13&edition=prelim. Section 841 makes it unlawful to manufacture, distribute, or dispense, or possess with intent to manufacture, distribute, or dispense, a controlled substance or a counterfeit substance. Federal penalties for controlled substances can be found at http://www.justice.gov/dea/druginfo/ftp3.shtml.

C. Local Ordinances

Local authorities abide by state and federal laws concerning unlawful possession, use, and distribution of alcoholic beverages and drugs.

Penalties for subsequent violations and convictions of the above are progressively more severe than for initial convictions.

Drug and Alcohol Prevention Program

Columbia Southern University provides the eCHECKUP TO GO software for all students, faculty, and employees. eCHECKUP TO GO is an alcohol and drug prevention program that educates students and other members of the CSU community on drinking patterns and the risks associated with alcohol and marijuana use. Students, faculty, and employees can access the software at http://interwork.sdsu.edu/echeckup/usa/alc/coll/columbiasouthern.

Health Risks

Alcohol and other drug abuse is a significant public health problem and has a detrimental effect on the community in terms of increased medical and workers compensation claims, medical disability costs, decreased productivity, injuries, theft, and absenteeism. To learn more about the health risks of alcohol and drug use, please visit the National Institute on Drug Abuse at http://www.drugabuse.gov/drugs-abuse.

Other Resources

Because CSU's virtual campus does not enable the provision of on-site counseling or treatment, the following information is provided as a resource for those who need assistance with avoiding or recovering from alcohol or drug abuse. Students or employees who need information related to alcohol or drug abuse are encouraged to use directory information, online searches, the telephone book, or referrals from friends and/or professionals. Below is a list of local and national organizations dedicated to providing information and suggestions.

Alabama Department of Public Health
www.adph.org

National Institute on Drug Abuse
General Link/Address: www.nida.nih.gov
Specific Link/Address on Club Drugs: www.clubdrugs.org
310.443.1124

National Institute on Alcohol Abuse and Alcoholism
www.niaaa.nih.gov

Substance Abuse and Mental Health Services Administration (SAMHSA)

An agency of the US Department of Health & Human Services providing information online regarding alcohol, drugs, and treatment programs.

General Address: www.samhsa.gov
Specific Address for Treatment Programs:
findtreatment.samhsa.gov
800.729.6686

Alcoholics Anonymous
www.alcoholics-anonymous.org

Narcotics Anonymous
www.na.org
www.24houraddictionnhelp.com

Drug Convictions Policy

Under federal law, a student who has been convicted of the sale or possession of illegal drugs under any federal or state law during a period of enrollment for which the student was receiving financial aid (grant, loans, and/or work-study) is not eligible for federal student aid. The Drug Convictions Policy can be located at http://www.columbiasouthern.edu/Financial/Office-of-Financial-Aid/Policies-Procedures#drugs.

IX. Your Rights Under FERPA

Family Educational Rights & Privacy Act (FERPA)

The Family Educational Rights and Privacy Act of 1974 (FERPA) affords a student certain rights with respect to their educational records. Columbia Southern University (CSU) acknowledges this law as university policy.

Under the provisions of this law, students are entitled to the following privileges:

- Inspection and review of the student's educational records.
- Request of amendments to the student's records to ensure that they are not inaccurate, misleading, or otherwise in violation of the student's privacy or other rights.
- Consent to disclosures of personally identifiable information contained in the student's educational records, except to the extent that FERPA authorizes disclosure without consent.
- File a complaint with the U.S. Department of Education concerning alleged failures by CSU to comply with FERPA requirements in the instance that a complaint cannot be resolved within the University.

Requests by students to inspect, review, or amend must be submitted in writing and identify the following:

- Record the student wishes to inspect
- Purpose of the disclosure
- Records that may be disclosed
- The party or class of parties to whom the disclosure may be made
- Signature and date

Recently, the FERPA regulations have been amended to allow that request to be made electronically. In addition to the aforementioned information, the consent form must:

- Identify and authenticate a particular person as the source of the electronic consent; and
- Indicate that person's approval of the information contained in the electronic consent.

For requests to amend, students must clearly identify the portion of the educational record the student is requesting be changed, and specify why the record should be changed. If the requested change is not approved, the student will be notified of the University's decision, and the student's right to a hearing. Students are informed of those instances where FERPA authorizes disclosure without consent in the Catalog information (electronically and in print).

However, FERPA allows schools to disclose student records, without consent, to the following parties:

- School officials with legitimate educational interest
- Other schools to which a student is transferring
- Specified officials for audit of evaluation purposes
- Appropriate parties in connection with financial aid to a student
- Organizations conducting certain studies for or on behalf of the school
- Accrediting organizations
- Appropriate officials in cases of health and safety emergencies
- State and local authorities

Release of student "directory" information is also permitted by FERPA. CSU identifies "directory" information as name, address, telephone number, email address, date and place of birth, honors and awards, dates of attendance, major field of study, enrollment status, previous institutions attended, photograph or other comparable information.

Personally identifiable information (or non-releasable information) includes all information not defined as directory information and may not be released without expressed written consent of the student. Students may control the release of directory information by completing the CSU Request to Revoke Directory Information Release Form. Upon receipt of this form, a Privacy Hold will be placed on the student's record.

To Whose Record does the Act apply?
FERPA applies to the education records of persons who are, or have been, in attendance at CSU, including students in continuing education programs sponsored by the University. FERPA does not apply to records of applicants who are denied admittance or, if accepted, do not attend CSU.

To What Records Does the Act Apply?
The act applies to all education records maintained by CSU, and all parties acting for CSU, which are directly related to a student. Records containing a student's name, identification number, or other personally identifiable information, in whatever medium, are covered by FERPA unless identified in one of the act's excluded categories.

Enforcement and Penalties

The CSU Office of the Registrar is responsible for university compliance with this policy. Responsibility for administering the act by the federal government has been assigned to the Family Policy Compliance Office within the United States Department of Education. This office reviews and investigates complaints and attempts to bring compliance through voluntary means.

FERPA Compliance

Students who need assistance or who wish to file a complaint under FERPA should do so in writing to the Family Policy Compliance Office, sending pertinent information through mail, concerning any allegations to the following address:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-5920
Phone: 1.800.USA.LEARN (1.800.872.5327)

Contact Us

Please contact the Office of the Registrar at 800.977.8449 or registrar@columbiasouthern.edu if you have any additional questions or concerns about our privacy policy.

We accept the following forms by email, fax and mail.

- Student Release for Education Records
- Request to Revoke Directory Information Release Form

X. Title IX

Title IX of the Education Amendments of 1972 is a federal law that prohibits sex discrimination in education. It reads: "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance."

--Legal Citation: Title IX of the Education Amendments of 1972, and its implementing regulation at 34 C.F.R. Part 106 (Title IX)

Statement of Policy

It is the policy of Columbia Southern University to prohibit discrimination on the basis of age, color, disability, gender, national origin, race, religion, sex or veteran's status in regard to the administration of all programs, services and activities.

To ensure compliance with Title IX, the President of the University has designated the Title IX Administrator as the primary contact responsible for developing, adopting and/or assuring the dissemination of the University's nondiscrimination policy and for making the policy available to the University community, to include students, faculty, staff, and to the public.

Contact Information

Columbia Southern University students, faculty, and staff with inquiries concerning the application of Title IX to the University's programs and activities, or for inquiries regarding allegations of discrimination or grievances concerning Title IX, are encouraged to contact:

Mona McPherson
Title IX Administrator
21982 University Lane
Orange Beach, AL 36561
877.729.0718
mona.mcpherson@csegroup.com

XI. Academic Policies

Academic Course Load Policy

CSU students are allowed to progress as quickly through their program of study as they are able, but within defined parameters. Because of personal and professional obligations, the majority of CSU students take seven to 10 weeks to complete a course. However, there are some students who may wish to progress through their program of study at a faster, but unacceptable, pace.

Accelerating course completion beyond what is academically sound defeats the purpose of study, because little is comprehended and even less is retained.

The policy outlined below restricts students from setting a pace that is viewed as academically unsound.

Per-Course Enrollment Course Load Policy

Normal course load in all 10 week programs is considered a maximum of 6 semester hours. Academic Advisors must approve all course loads over six semester hours. Students wishing to enroll in more than six semester hours (two courses) within a 10-week period must submit the Course Load Waiver form and meet the following requirements:

- All official documents/transcripts must be on file at CSU
- Must have completed at least 12 semester hours at CSU in current degree program
- Must have an established GPA of 3.0 or higher
- Must be maintaining reasonable academic progress
- Read and understand the CSU probation, suspension, and dismissal policies

The waiver is granted on an individual enrollment basis and students are expected to meet the above requirements for each waiver to be approved. The maximum course load allowed is nine semester hours within a 10-week period. Course load limits remain in place even if a student completes their course load before the end of the 10-week period.

In order to promote the best opportunity for success, DBA students may enroll in a maximum of 3 semester hours concurrently.

Note: A full-time load in a ten-week period is six semester hours for undergraduate and three semester hours for graduate.

Term Enrollment and Flexible Enrollment Programs for Veterans Course Load Policy

Normal course load in undergraduate and master's 8 week programs is considered a maximum of 6 semester hours and 3 semester hours for the DBA program. The Academic Advisor must approve all course loads over normal course load. Students requesting to exceed normal course load must submit the Course Load Waiver form and meet the following requirements:

- All official documents/transcripts must be on file at CSU
- Must have completed at least 12 semester hours at CSU in current degree program
- Must have an established GPA of 3.0 or higher
- Must maintain reasonable academic progress
- Read and understand the CSU probation, suspension, and dismissal policies

The waiver is granted on a term-by-term basis and students are expected to meet the above requirements for each waiver request to be approved. A student may not take courses in overlapping terms. Course grade reports will be issued at the end of the term.

In order to promote the best opportunity for success, DBA students may enroll in a maximum of 3 semester hours concurrently.

Note: A full-time load in an eight-week term is six semester hours for undergraduate and three semester hours for graduate.

Academic Program Improvement Policy

Columbia Southern University (CSU) is committed to provide students program options that will prepare them to enter the workforce in a discipline of interest. The University regularly reviews academic programs (courses, concentrations, certificates or full degree programs) and considers those which will meet the needs of CSU students and the workforce. As a result of this comprehensive review, decisions sometime result in an improvement or discontinuation of the academic program.

Once a new program or improvements to an existing program has been approved, the New Program Launch Committee (NPLC) shall convene to discuss the communication plan. The NPLC is responsible for the notification to enrolled and prospective students of any plan to modify its programs. Changes to CSU programs will be relayed using approved University communication mediums.

Teach-Out Plan

The purpose of a teach-out plan is to provide eligible students who are enrolled in CSU programs scheduled for discontinuation the opportunity to complete the program before it is no longer available for enrollment registration. When a program is discontinued, a teach-out plan is administered to ensure eligible

students receive the information and support services needed to complete the program within the established parameters of the teach-out plan. Eligible students are those who are actively enrolled or registered in the program scheduled for discontinuation. The Office of the Registrar will notify students via email who are actively enrolled or registered in the program and include a reasonable registration schedule that will allow students to complete the program requirements before the program is no longer available for enrollment registration. This notification will include active students who may need to repeat program requirements. Students who are readmitted will be required to choose a different program upon readmission. Students who do not respond to the teach-out notification may be required to change programs once the program is discontinued.

Accommodation for Disabilities

It is the policy of CSU to provide reasonable accommodation(s) for persons defined as disabled under Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and all other local and state requirements dealing with students who have recognized disabilities. A request for reasonable accommodation will be granted provided that the following criteria are met:

- The request for reasonable accommodation is based on individual needs.
- The request does not require a financial burden on CSU that is beyond what is viewed as customary and reasonable.
- The request does not compromise the basic requirements of the course.

The Office of Disability Services serves the special needs of students. It is the student's responsibility to self-disclose a disability to the Office of Disability Services and provide the appropriate documentation from a qualified medical or licensed professional if requesting specific accommodations for services. New students should submit this documentation at least 10 days prior to taking their first class at CSU.

If you have any questions regarding the services provided through the Office of Disability Services please contact us by phone or email at 1-888-785-3005 or disabilityservices@columbiasouthern. edu. Contact or inquiries with this office will not imply a disclosure of a disability.

Assignment Make-Up Policy

Columbia Southern University (CSU) delivers curriculum through a variety of assignment types and methodologies. Assignment types are unique and carry specific submission requirements. Assignment submittal information can be viewed within the assignment instructions in each course. In the event technical difficulty occurs, please refer to the Technology Policies located within the myCSU Student Portal. The CSU Technical Support Department is available to assist students in resolving technical issues.

On occasions in which special consideration is granted by the course professor to make-up or re-submit an assignment, specific instructions or assignment due dates for make-up work should be followed. Requests for special consideration to make-up or re-submit an assignment should be emailed to the course professor prior to the course end date. Requests will be reviewed by the course professor who will render a decision based upon the merits of the case.

Attendance Policy

Term Enrollment Programs

CSU will verify your attendance in each registered course at the end of the first week. The discussion board posting or Unit I assessment must be submitted to verify attendance and all Unit I assignments are due by the end of week one to receive credit. Students who choose not to attend the first week will be institutionally dropped from the course.

Flexible Enrollment Programs for Veterans

Students enrolled in Flexible Enrollment Programs for Veterans must show attendance by submission of an assignment for each course enrolled prior to the end of week four (4) in the enrolled term. Students failing to show attendance will be automatically withdrawn from the course and a grade of "W" will be posted. Please refer to the Tuition Refund Policy for any eligible refund due. CSU will file VA Form 22-1999b with the Department of Veterans Affairs indicating course enrollment termination due to unsatisfactory attendance. This action will result in the suspension of benefit payments on courses reported.

Course Access Policy

Students enrolled at Columbia Southern University are subject to time-sensitive course access as stated in the Course Access Policy.

At the conclusion of a completed course, students will retain course access for a period of 21 days. Any course which is unfinished, further defined as a course with outstanding assignments, will be closed for access at the conclusion of the enrollment period. Students who have been granted an Incomplete (I) will retain course access until the conclusion of the incomplete period; in addition, the student will retain course access for an additional 21 days in excess of the incomplete period for all completed courses. The final course grade will be calculated utilizing the weighted score assigned to each course assignment, as indicated in the course syllabus. Once the course access period has elapsed, all coursework submitted therein is archived and future access to the course through Columbia Southern University's Learning Management System is restricted. Students are encouraged to save their work through use of technology. Please review the Technology Policies for suggested methods of saving coursework. Course access will not be granted to archived courses unless approval is granted by the Vice Provost for Academic Affairs.

Course Completion Policy

Students are encouraged to complete all assignments within a course; each assignment holds a weighted score that comprises the final course grade. Course assignments not completed by the original or adjusted course end date will be assigned a grade of zero (0). Final course grades are calculated utilizing the weighted score assigned to each course assignment. For example, failing to complete an assignment weighted at 25% of the course grade would earn a final grade no higher than 75%. Students who are

unable to complete all course assignments prior to their original course end date are offered the option of requesting an Incomplete (I), or withdrawing from the course. Academic and financial consequences should be noted for students who withdraw after week one of the course. Students planning to withdraw from any course should review the Course Drop/Withdrawal Policy. In addition, academic advisement should be sought to address all consequential actions prior to submitting the withdrawal request. Students requesting additional time in a course must submit the online Incomplete Course Request Form located in the Student Portal under Online Forms. Students are required to maintain a minimum cumulative GPA of 2.0 in undergraduate programs and 3.0 in graduate programs. Academic standards of performance are established to ensure satisfactory academic progress toward an earned degree.

Course Retake Policy

Undergraduate students must earn a cumulative GPA of 2.0 or higher on a 4.0 scale. Students earning a "D" or below may need to repeat the course to satisfy program requirements.

Graduate students must earn a cumulative GPA of 3.0 or higher on a 4.0 scale. The course in which a grade below C is received must be repeated at CSU. Students may need to repeat a grade of "C" to satisfy graduation requirements.

In cases where a student repeats a course, the original course will be issued a grade of "R" upon completion of the retake. If a course must be repeated to satisfy GPA requirements for graduation and the previously earned grade is normally considered passing, the course retake is eligible for Federal Student Aid one time, provided the student is eligible.

DBA Candidacy Status Policy

Students will have earned DBA Candidacy Status following the successful completion of either DBA 9101-Comprehensive Exams or DBA 9201-Comprehensive Review, depending on which option that students are enrolled within their program.

DBA Continuous Enrollment Policy

Students enrolled in doctoral courses are required to maintain continuous enrollment. If the student does not enroll subsequently in a course within the prescribed enrollment period (8 weeks for Term Enrollment Program and Flexible Enrollment Program for Veterans; 10 weeks for Per Course Enrollment Program) the Office of the Registrar will notify the student that he/she has been dismissed from the program for lack of continuous enrollment and an official entry to the student's record will be made and copied to the DBA Program Director. Dismissal due to lack of continuous enrollment does not exclude students from readmission.

Students who wish to take additional time beyond the prescribed enrollment period described above may wish to consider a Leave of Absence (LOA) to avoid dismissal for lack of continuous enrollment.

Final Examination Proctor Policy

Columbia Southern University (CSU) degree programs contain a variety of assignment types and methodologies. Comprehensive sets of questions or exercises are used to evaluate knowledge, skills, and mastery of subject matter prior to and during the final examination. Numerous courses within a program of study may require a final examination; for which, an approved proctor is required. An approved proctor is defined as a credentialed organization, center, or individual, who verifies student identity and supervises examination integrity. CSU approves two, flexible proctoring options: a standard proctor, who is chosen by the student and approved by the University, or Remote Proctor Now (RP Now), an on-demand, third-party, virtual proctor. Students may elect to choose one or a combination of both available proctoring options based upon individual final examination needs.

The following are important facts concerning proctored final examinations:

- Students may retain up to three (3) approved standard proctors on file with the University, in addition to RP Now.
- Students should request to sit for a final examination during the last two (2) weeks of the course by submission of the "Request to take Final Exam Online Form" located in the myCSU Student Portal. Students must be enrolled in their course a minimum of three (3) weeks before the request can be processed; the Academic Course Load Policy may be reviewed for further information.
- Final Examinations must be submitted for grading by 11:59pm, Central Standard Time (CST), on the last day of class.
- Valid, government-issued photo identification, such as a driver's license, is required for identity verification prior to examination administration.
- Compliance with all identified final examination violations is required, as noted in the Exam Violations section of this policy.
- Students are allotted 4-hours for examination completion. The time allotment is cumulative; therefore, a total of 15 minutes in short breaks may be taken during the examination administration and are included in the time allotment. No materials are allowed to leave or re-enter the testing area.
- Use of examination materials includes only a writing utensil, blank scratch paper, a course textbook, and a calculator. Online calculators may be utilized, with the approval of the course professor. Other materials are not permitted unless specified in the examination instructions or course syllabus.
- Access to MS Office Suite software or equivalent. All documents should be started without any previous formatting.
- Fees incurred by use of proctoring services are the responsibility of the student.
- Final Examinations should be taken in an environment which the student is not likely to be interrupted during examination administration.

Standard Proctoring

A standard proctor is an unbiased, qualified individual, selected by the student and approved by the University, who agrees to supervise an examination by verifying student identity and ensuring examination integrity. Upon approval, the proctor will remain active with the University unless proctoring qualifications change, the student or proctor requests discontinuation, or the proctor is disqualified due to a violation of any applicable academic policies including Final Examination Proctor Policy and/or Academic Integrity (AI) Policy. CSU reserves the right to verify proctor qualifications, require additional evidence of eligibility, or require an alternative proctor be selected. Falsification of proctor information is a violation of CSU Academic Integrity Policy and could result in proctor revocation and/or other sanctions identified in the AI policy.

ACADEMIC POLICIES

The following are important facts and responsibilities concerning standard proctoring:

Students will:

- Select a qualified individual and submit the "Proctor Information Request Form" located in the Student Portal.
- Refrain from disorderly, lewd, lascivious, indecent or otherwise inappropriate acts during exam administration.

The following are examples of qualified and unqualified proctors:

Qualified Proctor

- College or University Professor, Dean, Director, or university official
- School Principal or Vice-Principal
- University/College Testing Center
- Private Testing Center
- Personnel Officer, Human Resources Manager, Training Officer or Training Facilitator
- Commissioned Officer or Senior Non-Commissioned Officer in the Armed Forces, or police/fire service equivalent
- Educational Services Officer (ESO)
- Educational Services Specialist (ESS)
- Military Base Testing Offices
- Library / Librarian
- Teacher or School / Guidance Counselor
- Minister, Priest, Rabbi or other Religious Leader
- Remote Proctor Now : $20 fee

Unqualified Proctor

- Any individual that poses a conflict of interest
- Co-worker
- Employer and/or Supervisor
- Tutor
- Friend
- Neighbor
- Relative
- CSU Student
- Individuals paid for a personal service (doctor, attorney, consultant, etc.)

Proctors are required to:

- Present valid credentials for proctor certification and have a valid e-mail address, preferably from the organization which employs the proctor.
- Submit a completed "Proctor Agreement Form" to CSU for consideration of approval, along with credential certification. Approved credential certification includes:
- Professional business card listing company name and title
- Work badge notating title (excluding military identification card)
- Teachers Identification or copy of a teaching certificate
- Letter from proctor's supervisor or human resource manager, on company letterhead, stating proctor's position and relationship to the student.

- Maintain examination integrity through concealment of the final examination password. The password is delivered to the proctor who enters it into the examination on behalf of the student. At no time is the student allowed to view the password.
- Verify student identity through valid, government-issued, photo identification, prior to examination administration.
- Remain in proximity of the student through final examination completion.
- Confirm adherence to the four (4) hour examination time limit.
- Verify use of materials includes only a writing utensil, blank scratch paper, a course textbook, and a calculator. Online calculators may be utilized, with the approval of the course professor. Other materials are not permitted unless specified in the examination instructions or course syllabus.
- Confirm the student begins all documents without any previous formatting within MS Office Suite software or equivalent.
- Certify copies of the final examination are not distributed to the student and are destroyed upon the completion of the examination.

Standard Proctoring/Testing Procedures:

- From the myCSU Student Portal, send the "Proctor Information Request" to the desired proctor.
- An e-mail containing a link is delivered to the prospective proctor. The individual will complete the request, attach credential certification, and submit. Please note the link provided is only valid for 14 days.
- Student Services notifies both the student and proctor of approval/denial, via email. 2-3 business days should be allowed for notification.
- Upon approval, the student will submit the "Request to take Final Exam Online Form" located in myCSU Student Portal.
- Student Services will send the final examination password to the proctor within 2-3 business days upon receipt of the request.
- The student and proctor will meet at a pre-determined, mutually convenient time and location for examination administration.
- The proctor must verify student identity by viewing a valid, government issued photo identification and ensure only permitted materials are used during the examination.
- The student will login to Blackboard and click on the "Final Exam" link within the course.
- The proctor will enter the password, guarding against student view.
- The student can begin the examination online or print the final examination and work offline.
- The student will complete the examination within the four (4) hour time allotment.
- Printed copies of the examination must be destroyed upon completion of the examination.

Remote Proctor Now (RP Now)

RP Now is an on-demand, third-party, virtual proctor which allows students to sit for an examination anytime, anywhere through use of video technology. Students choosing RP Now must have an operational webcam with audio, a high-speed internet connection, and appropriate system rights required to download and install software. During examination administration, RP Now will access the student's webcam microphone, and desktop in order to record the examination for academic integrity review.

The following are important facts and responsibilities concerning RP Now:

Students are required to:

- Access a computer, the internet, a microphone and a webcam for examination administration; the university does not provide this equipment. Download and install RP Now software.
- Register through RP Now, initialized during the first final examination.
- Submit payment to RP Now for each final examination administered through this proctoring option.
- Provide a clean desk in a lighted area, free of disruptive noises, including music and other people entering and leaving the room.
- Present valid, government-issued photo identification for identity verification purposes prior to examination administration.
- Refrain from printing the final examination, as this is prohibited.
- Refrain from disorderly, lewd, lascivious, indecent or otherwise inappropriate acts.

RP Now Proctoring/Testing Procedures:

- Students will request RP Now by submitting "Request to take Final Exam Online Form", located in the myCSU Student Portal. This process should be initiated when the student is ready to sit for the final examination, no later than the last day of class. A confirmation email will be sent to the student containing a direct link to RP Now. Examinations must be submitted for grading by 11:59pm, Central Standard Time (CST), on the last day of class.
- The student will follow the instructions provided by RP Now to effectively register.
- During registration, permissible materials as previously stated in policy are to be present in the examination area prior to scanning the area with the webcam.
- Upon successful registration, students will be directed to the login page for Blackboard. Four (4) minutes is provided to login and access the final examination. In the event the time allotment is exceeded, the registration process begins again.
- A password will be required to access the examination. Therefore, the student will need to click "Insert Exam Password" and then "Submit".
- The final examination will begin. During the examination administrations, students need to ensure they are visible throughout the duration of the exam, as it is being recorded.
- Upon completion of the examination, the student will click 'Submit' and exit RP Now browser window to discontinue examination recording.

Exam Violations

The following final examination violations are subject to sanctions identified in the Academic Integrity and Student Code of Conduct Policies:

- Failure to presenting a valid, government-issued photo identification card.
- Failure to scan the testing area.
- Use of materials or unapproved. software/technology, other than a writing utensil, course textbook, and calculator or examination specific materials.
- Use of the Internet to access any site other than the Blackboard Learning Management System or RP Now Proctoring System.
- Speaking with another individual during examination administration.
- Use of a cellphone or technology other than the computer being used for examination administration. (Students encountering technical difficulty are allowed to access a cellphone to call technical support.)
- Materials exiting or re-entering the testing area.
- Exceeding the four (4) hour testing time limit.
- Displaying disorderly, lewd, lascivious, indecent or otherwise inappropriate acts.

Should any circumstances develop before or during a final examination, including natural disasters, emergencies, power or internet outages, etc., the student and/or proctor should contact Student Services immediately at 800-977-8449, ext. 6525 or Helpdesk Technical Support 877-399-1063. In the event the call is placed after standard operating hours, please leave a message or e-mail students@columbiasouthern.edu.

Graduation Requirements Policy

To graduate from Columbia Southern University, certain requirements must be met for degree conferral. Students must successfully complete all degree requirements with passing grades, meet the minimum GPA requirements, meet all financial obligations to the institution, have all official transcripts on file and apply for graduation by submitting a Petition for Graduation.

Undergraduate Requirements

Students enrolled in an undergraduate program must complete at least twenty-five (25) percent of the courses that comprise the program with CSU, which is a minimum of 15 semester hours (5 courses) in an associate's program and a minimum of 30 semester hours (10 courses) in a bachelor's program. Students must also maintain a 2.0 cumulative GPA to be eligible for graduation. Though a grade of "D" is considered passing, students may be required to repeat a course in which a "D" is earned if the grade results in a substandard cumulative GPA.

Graduate Requirements

Students enrolled in a master's program must complete at least 50 percent of the courses that comprise the program with CSU, which is 18 semester hours (6 courses). DBA students must complete 85 percent of the courses that comprise the program with CSU, which is 52 semester hours (17 courses plus DBA orientation). Grades below a "C" are not considered passing in the graduate program. Though a grade of "C" is considered passing, students may be required to repeat a course in which a "C" is earned if this grade results in a substandard cumulative GPA.

Graduation with Honors

In order for a student enrolled in a bachelor's degree program to graduate summa cum laude, magna cum laude, or cum laude honors, they must earn the following cumulative GPA:

- Summa cum laude   4.0 cumulative GPA
- Magna cum laude   3.8-3.99 cumulative GPA
- Cum laude   3.5-3.79 cumulative GPA

Graduates must have no grades lower than a "C", and must not have repeated any course taken at CSU due to non-satisfactory grades. Honors are not awarded for graduate degree programs.

Transcripts

A transcript bearing the University seal and signature of the registrar is the official copy of your permanent academic record. A transcript will be provided to you at the time of graduation. Additional transcripts may be obtained by written request to the University.

Requesting a Transcript

Once a student has completed the first three credit hour course and course tuition is paid, the student may request an official CSU transcript. A $10 transcript fee applies. A CSU transcript may be requested by using the Transcript Request Form. Please allow seven to 10 business days for processing.

The transcript will be sent as a sealed official transcript to the institution or person indicated on the Transcript Request Form. An unofficial transcript may be faxed if indicated on the request form. Please note, the $10 transcript processing fee still applies whether the transcript is issued as official or unofficial.

Inactive Status

Students who do not submit any coursework within a 12-month period will be considered inactive and any tuition being held by the University will be forfeited. Students desiring to return to their studies must be reevaluated and will be subject to any changed academic requirements, tuition increases, and policy changes in force at the time of reenrollment. The student will also be assessed a $25 reevaluation fee.

Incomplete Course Policy

Per-Course Programs

Students requesting additional time, in excess of the prescribed enrollment period, to successfully complete coursework may apply for an Incomplete. Requests for an Incomplete should be the exception during a student's tenure; academic progress throughout coursework is expected as it promotes student success. Should circumstances prevent regular, on-time course completion, within the enrollment period, students meeting outlined criteria have the option to request an Incomplete or withdraw from the course. Academic and financial consequences should be noted when withdrawing from a course beyond the first week of the enrollment period. Prior to submitting the withdrawal request, students are advised to review the Course Drop/Withdrawal Policy; in addition, academic advisement should be sought.

The following are important facts concerning an Incomplete:

- The request for an Incomplete is to be submitted prior to the original or adjusted course end date. There are three Incomplete options available, each with associated fees: 15-days for $25, 30-days for $50, and 60-days for $100. Incomplete(s) cannot exceed sixty (60) days in length for each course.

- Students approved for an Incomplete forfeit the option to withdraw from the course, under the Course Drop/Withdrawal Policy; however, students may refer to the Withdrawal for Special Circumstances Policy should extenuating circumstances prevent course completion. Students may formally request an Incomplete through submittal of the Incomplete Course Request form or via telephone request to Student Services.

- A course grade of "I" will be assigned and may affect future course enrollments; academic advisement should be sought to discuss course load.

- Assignments not completed at the conclusion of the course Incomplete period will be assigned a grade of zero (0); the final course grade is calculated utilizing the weighted score assigned to each course assignment, as indicated in the course syllabus.

- Fees associated with an Incomplete are non-refundable.

Students may submit an Incomplete Course Request Form through the myCSU Student Portal or via telephone request to Student Services. Students are expected to set realistic goals and timelines to complete outstanding course assignments. The approval process may take up to three (3) business days. Students will be notified of the status of the request via email; the correspondence will denote approval or denial. Students who are unable to complete their course due to an extenuating life circumstance, may choose to review the Incomplete for Special Circumstances Policy.

Term Programs

Students requesting additional time, in excess of the prescribed enrollment period, to successfully complete coursework may apply for an Incomplete. Requests for an Incomplete should be the exception during a student's tenure; academic progress throughout coursework is expected as it promotes student success. Should circumstances prevent regular, on-time course completion, within the term period, students meeting outlined criteria have the option to request an Incomplete or withdraw from the course. Academic and financial consequences should be noted when withdrawing from a course beyond the first week of the term period. Prior to submitting the withdrawal request, students are advised to review the Course Drop/Withdrawal Policy; in addition, academic advisement should be sought.

The following are important facts concerning an Incomplete:

- An Incomplete may be granted in accordance with the following matrix:

Additional Time Allotment	Qualification		Fee
45 Days	*Undergraduate*	*Graduate*	$50
	Course grade average of 60 percent	Course grade average of 70 percent	
	Students cannot have a grade of "I" from a previous term.		
	Request for an Incomplete is to be submitted on or before the end date of the course, and only during weeks six, seven, or eight.		

- Students may only be approved for one (1) 45-day Incomplete per course.

- Students approved for an Incomplete forfeit the option to withdraw from the course, under the Course Drop/Withdrawal Policy; however, students may refer to the Withdrawal for Special Circumstances Policy should extenuating circumstances prevent course completion with an existing Incomplete. All requests are subject to approval by the course professor.

- A plan to complete outstanding course assignments must be presented by the student at the time of the request and followed. Assignment due dates are required; if more than one assignment remains at the time of the request, each assignment due date should be spaced one week apart in order to ensure successful completion.

- Students approved for an Incomplete must submit assignments for Units 6, 7, or 8 per the Unofficial Withdrawal Policy; failure to do so will result in a grade of "WF" as the final course grade.

- Students approved for an Incomplete will receive a course grade of "I" which may affect future course enrollments, Satisfactory Academic Progress hours attempted and Federal Student Aid (FSA) eligibility.
- Assignments not completed at the conclusion of the Incomplete period will be assigned a grade of zero (0); the final course grade is calculated utilizing the weighted score assigned to each course assignment, as indicated in the course syllabus. The final course grade replaces the grade of "I".
- Fees associated with an Incomplete are non-refundable.

The following qualifications have been established to apply for an Incomplete:

- Students are required to formally request an Incomplete through submittal of the Incomplete Course Request form.
- Successful course progress at the time of the request is required. Students unable to meet the revised assignment due dates must contact their professor for late submission approval.
- Students should submit valid justification as to why the course could not be completed on schedule. Supporting documentation may be requested by the University.

Students who meet qualification criteria must submit an Incomplete Course Request Form through the myCSU Student Portal. Students are expected to set realistic goals and timelines to complete outstanding course assignments. The approval process may take up to three (3) business days. Students will be notified of the status of the request via email; the correspondence will denote approval or denial. Students who are unable to complete their course due to an extenuating life circumstance, may choose to review the Incomplete for Special Circumstances Policy.

Incomplete for Special Circumstances Policy

Per-Course Programs

Columbia Southern University (CSU) recognizes students encounter life situations that may impede academic progress toward degree completion. The Incomplete for Special Circumstances (ISC) is reserved for students who encounter an extenuating circumstance, during a course, which inhibits regular, on-time course completion. Under these circumstances, students may also elect to withdraw from the course if it is deemed circumstances may prevent successful course completion. Academic and financial consequences should be noted for students who withdraw after week one of the course. Students planning to withdraw from any course should review the Course Drop/Withdrawal Policy, as well as the Withdrawal for Special Circumstances Policy. In addition, academic advisement should be sought to address all consequential actions prior to submitting the withdrawal request. Students requesting consideration must meet all established qualifications for Incomplete for Special Circumstances approval.

The following are important facts concerning an Incomplete for Special Circumstances:

General Facts:

- An ISC, up to 120 days beyond the original course end date, is available upon qualification and approval. The amount of time granted is contingent upon the student's documented circumstance.
- Successful course progress may be taken into consideration when reviewing the request.

- An ISC request should not be submitted for a course in which assignments need to be re-submitted or if all assignments have been submitted. Refer to the Assignment Make-up Policy for further information on assignment re-submission.
- A maximum of two (2) ISC's will be granted, upon approval, per calendar year. Students are not granted in excess of one (1) ISC per course.
- ISC requests are not automatically granted and require approval.
- The decision to grant the request is based upon the student's justified hardship.
- Relevant support documentation should be provided to substantiate the hardship.
- Students approved for an ISC are not eligible to apply for a standard, paid Incomplete in the event additional time, beyond time already granted, is needed for course completion.
- There is no fee requirement for an ISC.

Academic Facts:

- Students approved for an ISC forfeit the option to withdraw from the course, under the Course Drop/Withdrawal Policy; however, students may refer to the Withdrawal for Special Circumstances Policy should further extenuating circumstances prevent course completion.
- A grade of "I" will be assigned to the course and may affect future course enrollments; please review the Course Load Policy for further clarification. In addition, the grade point average (GPA) and federal student aid (FSA) eligibility could be affected.
- Assignments not completed by the granted Incomplete period will be assigned a grade of zero (0); the final course grade is calculated utilizing the weighted score assigned to each course assignment.
- All course requirements must be satisfied within the allotted time period; additional time will not be granted.

The following qualifications have been established for an Incomplete for Special Circumstances application:

- A documented, extenuating circumstance will occur or has occurred during the duration of the course which will inhibit or has inhibited regular, on-time course completion. Examples of such circumstances may include but are not limited to: forward deployment, medical circumstances or surgery, natural disaster, family emergency, death in the immediate family, or job relocation.
- The ISC request should be submitted prior to the course end date. Requests made after the end date will be considered on the basis of the circumstance.
- The ISC request should be accompanied by relevant support documentation, substantiating the stated circumstance. Documentation must be dated and correlate with the hardship and time parameter in which the student is/was unable to complete coursework. Students should submit documentation within three (3) days of the request or notify specialcircumstances@columbiasouthern.edu of the date documentation will be available. Additional or alternate documentation may be requested for verification purposes.
- Required submission dates for all outstanding assignments are to be identified by the student when submitting the request. Individual assignment deadlines should be spaced apart, weekly, to allow adequate study and submission time.

Students meeting required qualifications may request an ISC through submittal of the online Incomplete for Special Circumstances Request Form. Upon receipt of all documentation

and individual assignment deadlines, the request will be reviewed and a decision will be reached within five (5) business days.

All questions should be directed to the Student Services Department at 800.977.8449 ext. 6537, or by email at specialcircumstances@columbiasouthern.edu.

Term and Flexible Enrollment Programs for Veterans

Columbia Southern University (CSU) recognizes students encounter life situations that may impede academic progress toward degree completion. The Incomplete for Special Circumstances (ISC) is for students encountering an extenuating circumstance, during a course, which inhibits regular, on-time course completion. Under these circumstances, students may also elect to withdraw from the course if it is deemed circumstances may prevent successful course completion. Academic and financial consequences should be noted for students who withdraw after week one of the course. Students planning to withdraw from any course should review the Course Drop/Withdrawal Policy, as well as the Withdrawal for Special Circumstances Policy. In addition, academic advisement should be sought to address all consequential actions prior to submitting the withdrawal request. Students requesting consideration must meet all established qualifications for Incomplete for special circumstances approval.

The following are important facts concerning an Incomplete for Special Circumstances:

General Facts:

- An ISC, up to 60 days beyond the original term end date, is available upon qualification and approval. The amount of time granted is contingent upon the student's documented circumstance.
- Successful course progress may be taken into consideration when reviewing the request.
- An ISC request should not be submitted for a course in which assignments need to be re-submitted or if all assignments have been submitted. Refer to the Assignment Make-up Policy for further information on assignment re-submission.
- A maximum of two (2) ISC's will be granted, upon approval, per calendar year. Students are not granted in excess of one (1) ISC per course.
- ISC requests are not automatically granted and require approval from the course professor.
- The decision to grant the request is based upon the student's justified hardship.
- Relevant support documentation should be provided to substantiate the hardship.
- Students approved for an ISC are not eligible to apply for a standard course Incomplete in the event additional time, beyond time already granted, is needed for course completion.
- There is no fee requirement for an ISC.

Academic Facts:

- Students approved for an ISC forfeit the option to withdraw from the course, under the Course Drop/Withdrawal Policy; however, students may refer to the Withdrawal for Special Circumstances Policy should extenuating circumstances prevent course completion.
- A grade of "I" will be assigned to the course and may affect future course enrollments; please review the Course Load Policy for

further clarification. In addition, the grade point average (GPA) and federal student aid (FSA) eligibility could be affected.

- Assignments not completed by the granted Incomplete period will be assigned a grade of zero (0); the final course grade is calculated utilizing the weighted score assigned to each course assignment.
- All course requirements must be satisfied within the allotted time period; additional time will not be granted.
- Students approved for an ISC are still expected to participate during the adjusted period by submitting assignments in Units 6, 7, or 8 per the Unofficial Withdrawal Policy; failure to do so may result in a grade of "WF" as a final course grade.

The following qualifications have been established for an Incomplete for Special Circumstances application:

- A documented, extenuating circumstance will occur or has occurred during the duration of the course which will inhibit or has inhibited regular, on-time course completion. Examples of such circumstances may include but are not limited to: forward deployment, medical circumstances or surgery, natural disaster, family emergency, death in the immediate family, or job relocation.
- The ISC request should be submitted prior to the course end date. Requests made after the end date will be considered on the basis of the circumstance.
- The ISC request should be accompanied by relevant support documentation, substantiating the stated circumstance. Documentation must be dated and correlate with the hardship and time parameter in which the student is/was unable to complete coursework. Students should submit documentation within three (3) days of the request or notify specialcircumstances@columbiasouthern.edu of the date documentation will be available. Additional or alternate documentation may be requested for verification purposes.
- Required submission dates for all outstanding assignments are to be identified by the student when submitting the request. Individual assignment deadlines should be spaced apart, weekly, to allow adequate study and submission time.

Students meeting required qualifications may request an ISC through submittal of the online Incomplete for Special Circumstances Request Form. Upon receipt of all documentation and individual assignment deadlines, the request will be reviewed by the course professor and a decision will be reached within five (5) business days.

All questions should be directed to the Student Services Department at 800.977.8449 ext. 6537, or by email to specialcircumstances@columbiasouthern.edu.

Institutional Academic Progress Policy

Students are required to have a minimum cumulative GPA of 2.0 in undergraduate programs and a 3.0 in graduate programs. Academic standards of performance have been established to ensure satisfactory progress toward a degree. These performance standards form a basis for the following academic classifications:

- Good Standing
- Academic Probation
- Academic Suspension

Guidelines and procedures for placing students in the above classifications include:

Good Standing (Active)

A minimum cumulative GPA of 2.0 for undergraduates and 3.0 for graduates must be maintained to be in good standing.

Academic Probation

Upon the completion of a minimum of 12 semester hours*, a student will automatically be placed on academic probation at any time that his/her cumulative GPA drops below the required minimum.** A student will remain on academic probation for 12 semester hours (four courses). While on academic probation, a student will have to demonstrate sustained satisfactory progress and develop an action plan for academic improvement, approved by their academic advisor, which may include referral to the Student Success Center. Students may be limited to enrolling in one course at a time until a cumulative GPA of 2.0 undergraduate/3.0 graduate is achieved. In addition, a student may be delayed from enrolling in the next course pending evaluation of academic progress.

Satisfactory progress requires that a student either raise the cumulative GPA to an acceptable level, or that the student makes progress towards earning the acceptable GPA during the probationary period, as detailed below:

The student will be removed from probation and placed in good standing if a cumulative GPA, 2.0 or higher undergraduate/3.0 or higher graduate, is achieved after completing the required 12 semester hours required during the probationary period. If the student does not raise the cumulative GPA to good standing, the student will be placed on suspension. Please refer to the Academic Suspension Policy for details.

If the GPA for the probationary period is 2.5 or higher for undergraduates or 3.5 or higher for graduates, but the student does not raise the cumulative GPA to the minimum 2.0 or higher for undergraduates or 3.0 or higher for graduates, a secondary probation period may begin..

*Note: This does not apply to students enrolled in doctoral programs. Doctoral requirements are noted below.
**Note: Students who show substandard academic progress in their first 12 semester hours may be academically dismissed without a probationary period. See the Academic Dismissal Policy for details.

Doctoral Programs

A doctoral student may be placed on academic probation due to violation of academic integrity or whenever his/her grade point average (GPA) falls below 3.0 on a 4.0 scale. The conditions of academic probation are specified to the student in writing by the Office of the Registrar. Once placed on academic probation, a doctoral student has six credit hours to raise his/her GPA to 3.0 or higher. If a doctoral student does not achieve a GPA of 3.0 or higher, he/she is subject to academic dismissal from the program. The conditions of academic probation are submitted to the Program Director of Doctoral Programs by the Office of the Registrar. The Program Director of Doctoral Programs, with appropriate consultation, will determine the enrollment status of the student.

Academic Suspension

Should the probationary student fail to demonstrate satisfactory progress, he/she will be academically suspended for a period no less than 10 weeks (per course) and 8 weeks (term). A student may request reinstatement after the suspension period has expired. If a second suspension occurs, the student will be suspended for a period of at least six months before they are eligible to request re-instatement. If a third suspension occurs, the student must wait a minimum of one calendar year before requesting reinstatement.

Requests for reinstatement must be made to the Registrar no later than one month prior to the desired enrollment period. Reinstatement following academic suspension will be determined by the Reinstatement Committee and is not automatic.

Students who enroll in other colleges or universities while on academic suspension from CSU will not be eligible for reinstatement to CSU until the cumulative grade point average from these other colleges and universities is 2.0 or higher for undergraduate or 3.0 or higher for graduate.

Once reinstated, the student will return on probation for a period of 12 semester hours. The student is expected to demonstrate academic progress while on probation.

Note: Academic Suspension Policy does not apply to students enrolled in doctoral programs.

Academic Dismissal

Columbia Southern University reserves the right to dismiss students whose academic progress is substandard. Factors considered will include, but are not limited to, the number of failing grades, past academic performance, the number of withdrawn courses, and the probability of achieving satisfactory academic standing within a reasonable time frame. Students are subject to academic dismissal (without a probationary period) from the program for a full calendar year if their GPA falls below 1.0 or if they withdraw from the majority of courses within the last 12 semester hours.

Appeal or reinstatement from academic dismissal shall be made to the Appeals Board through the Office of the Registrar.

Iowa Military Deployment Policy

Columbia Southern University will offer the following options to a student who is a member, or the spouse of a member if the member has a dependent child, of the Iowa National Guard or reserve forces of the United States and who is ordered to state military service or federal service or duty:

(a) Withdraw from the student's entire registration and receive a full refund of tuition and mandatory fees. CSU's Registrar's Office processes all withdrawal requests and notifies Business Affairs to calculate the refund.

(b) Make arrangements with the student's instructors for course grades, or for incompletes that shall be completed by the student at a later date. This option is available to the student under CSU's Incomplete for Special Circumstances policy. Requests may be sent directly to the instructor for approval. If such arrangements are made, the student's registration shall remain intact and tuition and mandatory fees shall be assessed for the courses in full.

(c) Make arrangements with only some of the student's instructors for grades, or for incompletes that shall be completed by the student at a later date. If such arrangements are made, the registration for those courses shall remain intact and tuition and mandatory fees shall be assessed for those courses. Any course for which arrangements cannot be made for grades or incompletes shall be considered dropped and the tuition and mandatory fees for the course refunded.

Supporting documentation must be submitted to CSU describing the order to state military service, federal service, or duty.

Leave of Absence Policy

Students enrolled in term enrollment programs that are unable to enroll in one or more terms may apply for a temporary Leave of Absence (LOA) from the university. This policy is designed to allow a student the flexibility to take a temporary break from their academic program and upon return a student will not be required to apply for readmission to the university. A student will not be granted a LOA in the middle of a term, therefore for purposes of Title IV a student granted a temporary LOA will be considered withdrawn from the university during this time. A student is expected to complete all courses if currently enrolled in a term and apply for a LOA to begin at the start of the next term in the academic program. If a student is having difficulty or unable to complete all courses in the term they may apply for an incomplete, an incomplete for special circumstance or withdraw, in which case a Return of Title IV calculation may be required.

A student may apply for a LOA by submitting the Leave of Absence Request Form located in the myCSU Student Portal. All requests must be submitted a minimum of 3 weeks prior to the start of the term a student will be unable to attend. A temporary LOA from the university will only be granted to a student planning to return to their academic program at the end of the LOA. In addition, for undergraduate and graduate students the LOA request may not exceed more than two consecutive terms within a 12 month period. A student may request more than one LOA during their academic program not to exceed two terms within a 12 month period. Doctoral students who are enrolled in term enrollment programs may request to take a LOA for one term only within a 12 month period not to exceed three terms during their academic program. Doctoral students who are enrolled in Per-course enrollment programs may request to take a LOA for one enrollment period within a 12 month period not to exceed three enrollment periods during their academic program. A student may return from a LOA early and resume enrollment in the next available term or enrollment period.

Important facts concerning a Leave of Absence:

- For purposes of Title IV a student will be considered withdrawn from the University while on a LOA; therefore federal student loans are not eligible for an in-school deferment;
- A student will not be eligible to receive federal student aid while on a LOA;
- A student who fails to return from a LOA will be required to reapply for admissions to the University after a period of 12 months of inactivity in their academic program.

Military/Special Services Leave of Absence Provision
Undergraduate, Graduate and Doctoral students requiring a military or special services deployment may request a provisional LOA for the designated deployment period up to 12 consecutive months. A student may apply for a provisional LOA by submitting the Leave of Absence Request Form located in myCSU Student Portal. In addition, a student must provide supporting documentation regarding the nature and period of deployment from their commanding officer or supervisor. If the military or special services deployment occurs during a course, the student may be required to withdraw from the course or request an incomplete for special circumstances.

Students should contact their Academic Advisor and the Office of Financial Aid to discuss potential academic and financial implications prior to taking a LOA from their academic program.

Official Course Drop/Withdrawal Policy

A student's notification to drop or withdraw may be conveyed to the institution in any manner by contacting the Office of the Registrar. Students requesting to drop or withdraw from a course or program should submit the Course Drop/Withdrawal form located in the Online Forms section of the Student Portal. Details regarding tuition refunds as a result of a drop or withdrawal are described in the Tuition Refund Policy.

Course Drop

Students are allowed to drop a course through the term "drop date" as listed on the academic calendar (normally the first week of the course) without financial penalty. A grade of "DP" will be recorded for the course. Dropped courses do not appear on student's official transcript nor do they count as hours attempted in the Satisfactory Academic Progress (SAP) calculation. The course drop date is determined by the date the request is received.

Course Withdrawal

A course drop/withdrawal request submitted after the term drop date and before or on the original term/course end date will be considered a course withdrawal. A grade of "W" will be issued. The grade of "W" will appear on the student's transcript but will have no effect on the student's cumulative GPA. However, the course will count toward hours attempted (completion ratio and maximum timeframe) and may affect Federal Student Aid (FSA) eligibility. Students using military Tuition Assistance (TA) must contact their Education Services Officer (ESO) when withdrawing from courses. Students who demonstrate a pattern of withdrawals are at risk for academic dismissal per Institutional Academic Progress Policy.

Policy for Student Rights and Responsibilities

Statement of Policy
Columbia Southern University (CSU) is devoted to providing students and the University community with an online environment that fosters academic success and achievement. The mission of CSU provides for the execution of exceptional service that fully supports student learning with integrity, flexibility, fairness, and respect. Students at CSU are members of a University community committed to basic and broadly shared ethical principles and concepts of integrity, justice, autonomy, commitment to excellence, code of honor, respect and responsibility.

Students who choose to attend CSU accept the Student Rights and Responsibilities Policy as members of the university community and agree to abide by policies set forth in the CSU Catalog and CSU Student Handbook. Each student holds the right and ability to make individual decisions about their personal conduct. Each student also holds the responsibility to live with the consequences of their personal decision making. These ethical principles represent the basis for student rights and responsibilities.

Code of Honor
CSU entrusts each student in maintaining the ideals of academic honesty, personal integrity, and responsible citizenship. We believe these ideals are essential to the performance of all academic work

and other student activities while members of the University community. The Code of Honor is embodied by these ideals with the support of students, faculty, and staff. Student enrollment into a program of study presupposes a commitment to the principles embodied in the Code of Honor. It is the responsibility of each student to hold oneself and fellow students accountable in their commitment to the Code of Honor.

Academic Integrity Policy

Academic Integrity Definition
Academic Integrity is the demonstration of intellectual honesty by avoiding incidents including but not limited to cheating and/or plagiarism. **A violation of the Academic Integrity policy includes, but is not limited to:**

- Using unauthorized materials (electronic or print) or receiving unauthorized assistance during an examination or in connection with any work completed (or submitted) for academic credit.
- Taking the work of another and offering it as one's own without proper acknowledgement of the true source, whether that material is paraphrased or copied in verbatim or near-verbatim form.
- Unauthorized collaboration on a project, homework, or other assignment unless otherwise allowed by a course instructor.
- Sharing, selling, or buying information related to any graded learning activities.
- Using another student's graded work to complete assignment without professor consent.
- Using professor feedback for another student as the basis for an essay response.
- Resubmitting any portion of a previously written work by the student without professor consent. Falsifying information.
- Accessing or using unauthorized materials (electronic or print) and/or websites.
- Use of an alternate, stand-in, or proxy during an examination.
- Use of sources deemed as inappropriate by the professor.
- Actions by a proctor or student deemed as inappropriate per CSU Final Exam Policy and procedures.

APA Guidelines
Students are expected to follow the format of The Publication Manual of the American Psychological Association (2009, 6th edition). The APA Publication Manual presents explicit style requirements for students in the preparation of written works which may include research papers, - projects, and other written assignments.

As required by APA, all sources used (directly or indirectly) must be referenced within the text and all appropriate sources shall be compiled together at the end of all applicable written works. Students and faculty should refer to all assignment instructions for specific guidelines. CSU has created an APA Guide and other resources to assist students in complying with APA standards. These resources are all located in the student portal linked to the Learning Resources tab.

Sanctions
Columbia Southern University regards violations to the Academic Integrity Policy as a very serious matter. Students who are found to be in violation of the Academic Integrity Policy are subject to penalties, which are based on the specific incident. The consequences can include point deductions, course failure, and/or a university dismissal and degree revocation.

Statute of Limitations
There shall be no 'statute of limitations' that precludes the university from acting on the discovery of alleged violations, either during the time in which the course in question is being offered or after the course has ended (and after the student has graduated.)

Due Process
If a student is found in violation of the Academic Integrity Policy, the student is allowed due process and may contest the university's findings. All student appeals should be sent to academicintegrityappeal@columbiasouthern.edu within seven calendar days of notification. The appeal will go through the university's student appeals process.

Student Code of Conduct
Ethical conduct is the foundation upon which a successful academic career at Columbia Southern University rests. The students, faculty, and staff must commit themselves to the highest standards of honesty, trust, fairness, respect, and responsibility. Therefore, any deviation from these standards is a breach of the ethics that are the basis of Columbia Southern University's Student Code of Conduct and is subject to disciplinary actions.

It is each student's responsibility to know and comply with the Student Code of Conduct and other Academic and Student Affairs policies of Columbia Southern University. Students are expected to demonstrate honesty and integrity when interacting with faculty, staff and other students of the university.

Students should reference the Academic Integrity Policy to understand expectations of academic honesty in submitting assignments with appropriate references for work that is not the student's own.

Students are prohibited from engaging in conduct that includes but is not limited to:

- Academic dishonesty to include plagiarism, collusion, and/or cheating
- Disrespect for university faculty and staff
- Inappropriate content posted to discussion boards and other university forums
- Intentional breach of university policy or procedures
- Reproduction of university materials to include course content, assessments, or other materials deemed to be the property of the university

Students will receive written notice in the event that the university deems the student's conduct warrants disciplinary action and/or expulsion. Students dismissed due to misconduct will be withdrawn from enrolled courses effective on the dismissal date. A grade of W will be recorded in the student's record. Conduct dismissals are not eligible for tuition refunds. Students have the right to appeal the university's decision within 10 business days by submitting a formal appeal to the university through the Student Appeals process, studentappeals@columbiasouthern.edu . The student should include justification of why the decision rendered should be overturned as well as corresponding documentation that will support their request. The university will respond to the formal appeal within 10 business days.

Rights and Responsibilities

The following student rights and responsibilities are governed by the Student Rights and Responsibilities Policy:

Student rights include, but are not limited to:

- Right to freely express his/her own thoughts, concerns, or suggestions in a manner that does not violate the Student Code of Conduct Policy

- Right to privacy

- Right to freedom from discrimination on the basis of race, national origin, sex, marital status, religion, age, or disability

- Right to freedom from harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local laws

- Right to appeal any academic or non-academic decision in conjunction with the appeals process outlined in the Policy for Student Appeals

- Right to file a complaint with the institution pursuant to the Student Complaint and Grievance Policy

- Right to review his/her own educational record in accordance with the Family Educational Rights and Privacy Act of 1974 (FERPA)

- Right to request a reasonable accommodation with the Office of Disability Services under Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990

- Right to receive prompt responses from university staff and faculty that promotes support and encouragement

Student responsibilities include, but are not limited to:

- Exhibit and maintain integrity when providing student contact, financial, or any other requested information or documentation to the university

- Ensure all contact and email account information is current and on file with the university

- Ensure all official transcripts are received and on file with the university

- Read, understand, and adhere to the terms and conditions, including tuition and fee requirements, upon submitting an enrollment

- Remain in good academic standing throughout his/her tenure at CSU, to include upholding standards of integrity while completing course assignments

- Review emails sent from CSU on a regular basis, as email is considered the official form of communication between the student and university

- Maintain communication with his/her assigned academic advisor concerning enrollments, course load, and degree program completion requirements

- Communicate with his/her faculty member concerning course requirements, missing assignments, grades, feedback, etc.

- Reference instructions listed in course syllabi, course schedules, and other pertinent tabs within courses in Blackboard

- Stay abreast of important dates, such as course registration deadlines, assignment due dates, and course end dates

- Review the myCSU Student Portal on a consistent basis, as it is the gateway to the university and is resourceful for students

- Submit online requests within the timeframes outlined by the university; online requests are located within the myCSU Student Portal

- Save course work as it is completed within each course; refer to the Course Access Policy

- Adhere to course withdrawal, refund, and textbook return policies

- Read, understand, and adhere to all Academic and Student Affairs policies and procedures outlined within the Student Handbook

Student Complaint and Grievance Policy

Scope of Policy

Columbia Southern University (CSU) is committed to providing a high quality of educational and related services for students, and encourages students to say where there is cause for concern in academic and non-academic matters. A complaint is defined as dissatisfaction occurring when a decision, act, or condition, based upon specific factual data, affects the student in a perceived negative or unjust manner, or an allegation of improper, unfair, arbitrary, or discriminatory treatment by university personnel.

A complaint may constitute a grievance if mutual resolution cannot be achieved and the complaint is deemed a grievable matter. Such grievances may include, but are not limited to, academic matters such as final grade challenges, mistreatment by a university representative, records or registration errors, inaccurate assessment of fees, or discrimination on the basis of race, religion, national origin, sexual orientation, physical handicap, age, marital status, gender or disability. Non-grievable matters may include admissions decisions or similar academic decisions that would impair the exercise of academic freedom. CSU strives to maintain an environment where students, faculty, staff, and administration can achieve an atmosphere of acceptance, allowing complaints and grievances to be resolved in a manner that encourages informal conciliation and facilitates early resolution. This action promotes effective, just, and supportive feedback while maintaining privacy and confidentiality. No student may pursue the formal grievance procedure prior to exhausting the complaint procedure. The University reserves the right to amend use of the Student Complaint and Grievance Policy in any circumstance that appears to be unethical or inappropriate.

Complaint Procedure

- *Complaints:* Students are encouraged to voice inquiries, concerns or complaints to their assigned Student Support Specialist or Academic Advisor, as appropriate. These assigned representatives of the university are main points of contact that can offer support, facilitate resolution, or direct the student to the appropriate individual. Generally, all inquiries, concerns, or complaints can be resolved at this level, reaching mutual resolution.

- *Direct Discussion:* If resolution is not achieved, to the student's satisfaction, through the assigned representative, the student must contact (within 14 days of the alleged occurrence) the individual responsible for the matter (respondent) and informally attempt to resolve the complaint. Assignment grade challenges are directed to the course professor and are considered informal. Students not satisfied with the outcome may formally appeal the final course grade, at the conclusion of the course, through the Final Course Grade Appeal Form.

- *Informal Mediation:* Students not satisfied with the outcome of Direct Discussion may engage in informal mediation by contacting the Student Resolution Manager. The Student Resolution Manager may be summoned by the student or respondent to arrange a meeting of the parties and attempt to aid in resolution of the grievance. Informal mediation should be sought prior to filing a formal grievance.

Formal Grievance Procedure

- *Written Grievance:* If the complaint is not resolved utilizing the Complaint Procedure, the student may file a formal, written

grievance. Grievances that are academic in nature should be filed with the Program Director, and in the absence of the Program Director, the Academic Dean, and the respondent. Students appealing a final course grade should submit the Final Course Grade Appeal Form. Grievances that are non-academic in nature should be filed with the Vice Provost for Student Affairs and the respondent. The letter or form must be sent within ten (10) business days of the complaint decision. The grievant must include the following criteria in the formal written complaint:

* The specific Institutional Policy that has been allegedly violated

* Factual information and/or evidence supporting the alleged violation

* A description of the outcome the grievant seeks

- **Resolution of Grievance:** The responding University official will give independent consideration, adjudication, and decision of the written complaint. The University official will assess, on the basis of available evidence, whether the University has wrongly discharged University duty towards the student or treated the grievant in a fair, reasonable, and just manner. The University official will provide a written decision, within ten (10) business days, to the grievant and the respondent.

- **Appeal of Grievance Decision:** Either the grievant or respondent may appeal the grievance decision of the University official. The grievance appeal must be submitted in writing to the Grievance Appeals Committee no more than ten (10) business days after receiving the written grievance decision. The Grievance Appeals Committee will notify the grievant, respondent, and appropriate University officials, in writing of their action.

Policy for Student Appeals

Columbia Southern University recognizes decisions surrounding Academic and Student Affairs policies and/or other university requirements may be reconsidered on occasion. Students have the right to appeal any decision made based upon an academic policy or university requirement. The decision to approve or deny an appeal will be based upon, but not limited to, the following:

- An extenuating circumstance that creates an unrealistic expectation to comply with an academic policy or university requirement

- An improper or unwarranted interpretation or application of academic policy or university requirement that creates an undue hardship

- Documentation that may otherwise provide justification directly related to the basis of the appeal

Students have 5 business days from the date of the original decision to file an appeal, outlined in the Appeals Process. Appeals will be categorized as academic or administrative and follow the appropriate appeal track. Satisfactory Academic Progress (SAP) decisions and Student Complaint and Grievances have specific appeal processes; therefore, exempt from the Policy for Student Appeals. The scope of the Policy for Student Appeals is limited to requests to reconsider a decision made in alignment with Academic and Student Affairs policies and/or other university requirements. In the event students wish to file a complaint, please refer to the Student Complaint and Grievance Policy.

Appeals Process

- *Level I. Appeal*
  * Students appealing a previous decision should submit a formal letter, identifying the basis of the appeal, directly to studentappeals@columbiasouthern.edu

within 5 business days of the original decision. Relevant documentation will be taken into consideration and should accompany the formal letter.

* An appeal decision will be sent to the student via e-mail within 5 business days.

- *Level II. Appeal*
  * Students unsatisfied with the appeal decision may petition to the Student Resolution Manager, studentappeals@columbiasouthern.edu. Level II Appeals must be received within 5 business days of the Level I notification date.
  * The Student Resolution Manager will conduct a secondary review of the appeal and notify the student of the Level II decision within 5 business days.

- *Level III. Appeal*
  * Students unsatisfied with the Level II appeal decision may petition to the appropriate vice provost, studentappeals@columbiasouthern.edu. Level III Appeals must be received within 5 business days of the Level II notification date.
  * The assigned vice provost will conduct a final review of the appeal. Notification of a decision will be sent within 5 business days. The decision rendered by the assigned vice provost denotes a final decision.

Policy for Student Identity Verification

Scope of Policy

In compliance with the provisions of the United States Federal Higher Education Opportunity Act (HEOA) of 2008, Public Law 110-315, concerning the verification of student identity in distance education, Columbia Southern University has established processes to verify that a student registered in a distance education or correspondence education course or program is the same student who participates in and completes the program and receives the academic credit. The Policy for Student Identity Verification is applicable to all Columbia Southern University (CSU) students beginning with the application for admission and continuing through graduation, transfer, or withdrawal from the University.

Identity Verification Methods

Students enrolled in courses or programs offered through distance education or correspondence education are subject to one or more of the following student identity verification methods:

A. Government-Issued Photo Identification - Students making entrance application to CSU are required to submit government-issued photo identification prior to course registration for student identity verification. Students sitting for a proctored final examination are required to provide government-issued photo identification (i.e. Driver's License, or other governmental agency issued photo identification.)

B. Secure, Individual Login and Passcode - Students are assigned a secure, individual Student Identification Number (SID) and Password upon enrollment to Columbia Southern University. These assigned identifiers are used to access CSUs Learning Management System (LMS) to complete coursework and myCSU Student Portal to access course grades and related information. Because students use their SID when in e-mail or phone communication with the University, it is recommended students periodically change their password to maintain security.

C. Proctored Examinations - Use of a CSU approved proctor or Remote Proctor Now, a virtual, third-party proctoring service, is required for all final examinations, pursuant to the Final Examination Proctor Policy.

D. Administrative or Academic Practices - Students are subject to identity verification, at the institution's discretion, through use of personally identifiable information provided by the student upon application to the University. Students may be asked a random selection of questions when contacting the University to verify identity. In addition, faculty may commence verification of student identity following review of student work. Changes in academic performance or writing style may be monitored and prompt a request for identity verification.

E. Other Technologies used to Verify Student Identity - Use of new technologies proven effective in verification of student identity may be used. Technologies include typing pattern identification, personally identifiable information, biometric software, or other technologies.

Protection of Student Information
CSU practices methods of student identity verification that protects the privacy of student information. Additional facts pertaining to security of information can be found within the Technology Policies, Security of Information Policy.

Notification of Student Fees
Students will be notified at the time of registration any fees associated with verification of student identity. Proctoring services and associated costs are the responsibility of the student. CSU approves two, flexible proctoring options: a standard proctor, who is chosen by the student and approved by the University, or Remote Proctor Now (RP Now), an on-demand, third-party, virtual proctor. Students who elect to use the services of RP Now will incur a fee of $20 per final examination.

Procedure for Changing Password
Students who have forgotten their password or request to change their password should navigate to the Main Login Page of myCSU Student Portal. The Forgot Password link prompts entry of Date of Birth. Once this information is inserted successfully, an e-mail with new password credentials is sent to the students' primary e-mail address. After completion of this process, students can login to Blackboard and access Tools and Personal Information, in the left navigation, to personalize their new password.

Student Responsibilities
Appropriate use of technology is the student's responsibility. Students should take precautionary measures to keep login credentials secure and make arrangements to change password credentials periodically or in the event a breach is suspected. Unauthorized use of University Systems, further defined as myCSU Student Portal, Columbia Southern University's Website, university networks, Internet, Online classroom, or other hardware or software utilized in association with the University is prohibited as identified in CSU Technology Policies, Acceptable Use Policy. This includes unauthorized access to other user accounts or transfer of user passwords to others. Misuse of any University System is subject to the Student Code of Conduct Policy and sanctions contained therein.

Satisfactory Academic Progress Policy (SAP) For Title IV Students

Term Programs
Federal regulations require CSU to establish and apply reasonable standards of Satisfactory Academic Progress (SAP) for eligible students to receive financial assistance under the programs authorized by Title IV of the Higher Education Act. CSU students who wish to be considered for financial aid must:

- Be in good standing at the university and
- Maintain satisfactory academic progress in their program of study as set forth in this policy.

SAP is an eligibility requirement and is administered by the university in addition to the academic standards of performance required under the CSU Academic Progress Policy. The SAP policy is reviewed annually by the Office of Financial Aid.

Students are evaluated for SAP at the end of every payment period, which is equivalent to eight weeks of instruction. All students are evaluated on three standards: grade point average (qualitative measure), pace of completion (quantitative measure), and maximum timeframe. To maintain eligibility under SAP, students must meet all three standards.

Standard 1: Grade Point Average (Qualitative Measure)
Students must maintain a minimum qualitative measure of progress defined as the cumulative GPA. The requirements are listed below:

- Students in undergraduate programs must maintain a 2.0 cumulative GPA.
- Students in graduate programs must maintain a 3.0 cumulative GPA

Standard 2: Pace of Completion (Quantitative Measure)
Students (either full-time or part-time) must achieve a passing rate of at least 67 percent of all hours attempted. Hours attempted include completed courses, repeated courses, withdrawals, and incompletes. Transfer credit, if applicable, is also calculated in the pace of completion.

Standard 3: Maximum Timeframe
Students must complete their degree program within 150 percent of the semester hour requirements for the degree. Students must complete an associate degree within 90 semester hours, a bachelor's degree within 180 semester hours, a master's degree within 54 semester hours and a doctoral degree within 92 semester hours. Students who are unable to complete their degree program within the timeframe limitation will no longer be eligible to use federal student aid to cover any costs associated with completing their degree program. Transfer credit, if applicable, is also calculated in the maximum timeframe calculation.

Maximum Timeframe is measured cumulatively for students pursuing multiple degrees at the same degree level. For example, a student pursuing a second Bachelor's degree with CSU is subject to the 150 percent maximum time frame requirement for obtaining the second Bachelor's degree.

SAP Policy Notification

Students are notified of the SAP policy in the CSU catalog, website and during the initial financial aid application process. All periods of enrollment at CSU are calculated in SAP, including periods of enrollment during which a student did not receive financial aid. Cumulative GPAs are calculated using grades earned at CSU.

Transfer Credits

Transfer credits accepted toward the student's degree program will be included when calculating the SAP maximum timeframe and quantitative progress. This includes credit for English as a Second Language (ESL) and remedial courses, if accepted toward the degree program.

Repeated Courses

Students receiving Title IV Aid may repeat a course, as allowed under CSU academic policy. Repeated courses will count toward the quantitative and maximum timeframe SAP standards.

Incomplete Grades

Students receiving federal student aid may receive incomplete grades, as allowed under CSU academic policy. Incomplete grades will count toward the qualitative, quantitative and maximum timeframe standards of SAP. Students who do not complete course requirements after an incomplete grade is assigned will receive a course grade based on the assignments completed with zeroes being assigned for non-completed assignments.

Change of Program

Generally, all periods of enrollment count when assessing satisfactory academic progress. All attempted hours will be included in satisfactory academic progress determination when a student changes degree programs (majors) at the same degree level (e.g. Bachelor's to Bachelor's).

SAP Evaluation

SAP is evaluated after every payment period. Students who fail to meet SAP standards will be placed on SAP Warning for one payment period and will be expected to work with their academic advisor to discuss enrollment options. Students placed on a SAP Warning will be sent an email notification from the Office of Financial Aid. A Warning period lasts for one payment period during which a student is eligible to receive federal student aid.

Students on SAP Warning status who fail to meet SAP standards at the end of their Warning period will not be eligible to receive federal student aid unless they successfully appeal and are placed on SAP Probation.

Appeal Guidelines

Students not meeting SAP at the end of a Warning period may appeal if they have extenuating circumstances, such as injury or illness, the death of a relative, or other special circumstances. The appeal must explain why the student was not able to make satisfactory academic progress during the period of substandard academic performance and what has changed that will allow a student to meet satisfactory academic progress requirements at the next evaluation. Appeals will not be considered without supporting documentation.

Appeals should be in writing and addressed to: Columbia Southern University, SAP Appeals Committee, Office of the Registrar, 21982 University Lane, Orange Beach, AL 36561. Appeal letters should include reasons for failing to meet SAP standards, supporting documentation, and a plan of action describing what has changed that will allow a student to meet SAP standards at the next evaluation. The committee will make every effort to consider each appeal carefully and provide a decision within seven to 10 business days.

SAP Probation

Appeals that are approved will result in a student being placed on SAP Probation, and will require collaboration with the assigned academic advisor to develop an academic plan that will lead to successful degree completion. While on SAP Probation, students will continue to be evaluated for SAP at the end of each payment period to ensure the student is meeting the standards of the academic plan. If the student is meeting the requirements of the academic plan, the student is eligible to receive Title IV as long as the student continues to meet those requirements.

Reestablishing Aid Eligibility

To regain eligibility for federal financial aid, a student must do ALL of the following:

1. Successfully complete a minimum of 12 semester hours in undergraduate program or 6 semester hours in graduate program at Columbia Southern University without using federal student aid;
2. Complete 100 percent of attempted semester hours; and
3. Meet quantitative, qualitative and maximum time frame standards.

Students who satisfy the above requirements must contact the Office of Financial Aid to request reinstatement.

Student Success Course Policy

Columbia Southern University's Learning Strategies for Success courses are designed to prepare students with preparatory skills considered to be essential for college success and life-long learning.

Undergraduate students who meet the following criteria may not be required to complete the Learning Strategies for Success course:

- Have post-secondary experience (not a first-time in college student – FTIC)
- Transfer credits of 12 or more hours accepted to CSU
- English Composition I or equivalent requirements met
- Admitted under a non-probationary status

Undergraduate students who are not required to complete the student success course have the opportunity to register for the course if desired. Learning Strategies for Success satisfies 3 semester hours of the humanities requirement in the event a student feels they require preparatory skills for success.

Graduate students who meet the following criteria may not be required to complete the Learning Strategies for Success course:

- Have successfully completed 6 semester hours in a graduate level program with a GPA of 3.0 or better

Both undergraduate and graduate students who are not required to complete the student success course are encouraged to access the CSU Online Library to learn more about success tips. Students are encouraged to seek counsel with their Academic Advisor for all course selections.

Technology Policies

Columbia Southern University (CSU) is dedicated to the success of its students through the use of a variety of technologies and technology support within the University. Collectively, the Technology Policies communicate institutional expectations for its users and constituents by providing instructional principles for use of all university systems including the myCSU Student Portal, CSU website, university networks, Internet, online classroom, and other hardware or software utilized in association with the user's interaction with Columbia Southern University or its partners and affiliates.

Technology Requirements

Proficient use of e-mail, the Internet, and standard desktop software is recommended to successfully complete online, distance learning courses. CSU utilizes an online curriculum delivery method through the Blackboard Learning Management System (LMS.)

To view a detailed list of CSU Technical Requirements, please click on the following link:

http://www.columbiasouthern.edu/Future-Students/Requirements

Additional Technology Requirements:

Additional technology requirements may be necessary in some programs of study. Specific requirements are notated in the Course Description of courses requiring additional technology. In addition, use of the voluntary Remote Proctor (RP Now) to administer final examinations will require use of a webcam with audio capability.

CSU reserves the right to update technology requirements, including both hardware and software, throughout the duration of the program. CSU strives to be innovative in its curriculum delivery to support student engagement in coursework.

Technical Support

Technical Support services are available and offer a variety of support services including desktop support, diagnostics, and Blackboard support. Students encountering technical difficulty are encouraged to contact the CSU Helpdesk through the following methods:

- Phone: (877) 399-1063
- E-mail: techsupport@columbiasouthern.edu
- Live Chat
- For Helpdesk availability, please visit the Technical Support page in the myCSU Student Portal by clicking on the link below:https://mycsu.columbiasouthern.edu/student/blackboard/support/

FAQs, Software Downloads, and Tutorials are available within the myCSU Student Portal under the Technical Support Navigation Tab.

myCSU Student Portal

The myCSU Student Portal is the gateway to the University. A few of the features available through the portal include the ability to view grades, submit course enrollments and access an individual student account. Upgraded applications, features, or functionality may be installed within the myCSU Student Portal and are subject to change. Occasionally, technology requirements will be revised accordingly to meet new university standards and initiatives.

E-mail Policy

Columbia Southern University considers e-mail the official form of communication. Important student information and announcements are communicated through this method. An appropriate, individual (non-shared) e-mail address is required for all CSU students. Students are expected to maintain a current e-mail address on file with the University. In the event a student's e-mail address is no longer valid, access to the myCSU Student Portal may be restricted until such time the address is updated.

E-mail communications are subject to all applicable university policies, including the Student Rights and Responsibilities and Student Code of Conduct policy.

Student Technology Responsibilities

Online, distance learning utilizes technology as a platform for curriculum delivery and student engagement. Although most technologies can be viewed as stable, there may be occasions when technology fails. In our efforts to support students during technology failure, it is recommended students maintain an alternate technology plan. A student's ability to request a grade change, late assignment submission, or similar request will be reviewed on a limited basis by the course professor and may be verified by CSU Helpdesk Support.

The following recommendations are made to maintain an alternate technology plan:

- Periodically save written work as progression is made on assignments.
- Hard Disks or Memory sticks are recommended to back-up data storage. Computer or hard disk failures do occur and can be detrimental to student course progress.
- In the event the technology failure is severe enough to disrupt course completion, the student should contact the course professor for alternate arrangements.
- Regular use of the back-up device is recommended for effective retrieval.
- A plan of action is recommended when the user's primary computer fails. Examples of other alternatives include work computers, libraries, Internet Cafés, or a friend or family member.
- The following student requirements are maintained in the event of technology failure:
- Continued course participation and assignment completion is expected unless the student makes alternate arrangements with the course professor or campus, within the limitations of CSU Institutional Policy.
- Accidental assignment submission is not a basis for an opportunity to re-submit an assignment. Students encountering this circumstance should contact their course professor for a decision.

User Information Compilation and Use

Columbia Southern University (CSU) is the sole owner of user information, further defined as applicant and/or student information, collected within the constraints of user interaction with the University. Directory information may be disseminated to specific parties pursuant to FERPA (Federal Educational Rights and Privacy Act). CSU does not sell or share user information to outside parties without prior written consent of the user; however, the University may share any user information with its employees, affiliates and partners, or independent contractors with a vested interest. In addition, CSU may share user information with parties who provide educational, operational, or technical services or products on behalf of or directly to the University.

Student Portal and Blackboard Access

Blackboard user access will terminate in the event that a student's status is changed to Inactive; further defined as inactivity in any 365 day period.

Individual course access is outlined in the Course Access Policy and is separate from the Student Portal and Blackboard Access Policy. CSU alumni will receive the official university newsletter, the CSU Communicator.

Electronically Transmitted Messages

Columbia Southern University (CSU) may retain electronically transmitted messages, defined as e-mail or other data, for an indefinite amount of time.   Electronically submitted information, defined by this policy, is distinct and does not pertain to information collected and contained in the official student record. CSU does not retain electronically transmitted messages for any specified period other than time periods dictated by law. Users should not have an expectation any electronically transmitted messages will be retained for a specified time period.

Security of Information

Columbia Southern University (CSU) takes security of information seriously and as such, takes all reasonable precautionary measures to protect sensitive user information. CSU uses encryption and Secure Sockets Layer Web Server Certificates (SSL) for sensitive information requested for submission through the World Wide Web.

Information contained within the CSU Student Information System (SIS) is also viewed as sensitive, personally identifiable information and the University makes reasonable efforts to ensure all information contained within is secure from modification or deletion by unauthorized personnel. In addition, employees who do not have a vested interest to perform a relative job function are not granted access to information contained in the SIS. Servers containing the SIS are located in a secure environment.

Users of technology systems should acknowledge security of the aforementioned information cannot be guaranteed as systems can be compromised by unauthorized third-parties. All users further acknowledge there is no expectation user information is confidential or private when transmitted through or stored upon equipment or systems owned by the University.

Acceptable Use Policy

The Acceptable Use Policy governs all university systems used in association with the user's interaction with Columbia Southern University or its partners and affiliates. Such systems include but are not limited to the following:

- myCSU Student Portal
- Columbia Southern University's Website
- University networks
- Internet
- Online classroom
- Other hardware or software utilized in association with the University

All content transmitted to and from systems or networks are subject to the Student Code of Conduct Policy and sanctions contained therein.

Permitted Uses:

Columbia Southern University technology systems are to have beneficial uses for all users for the sole purpose of instructional delivery in connection with academic, administrative, and operational activities of the University.

Prohibited Uses:

- Harassment
  * Sending other users threatening, inappropriate, or unwelcome messages
  * Sending unsolicited, bulk spam to other users
  * Any other form of harassment
- Privacy Breach
  * Accessing, reading, copying , altering, or deleting another users work without authorization or permission
  * Unauthorized access to other users' accounts
  * Transfer of user passwords to others
  * Accessing unauthorized electronic communications
  * Invasion of personal privacy
- Willful Damage
  * Purposefully damaging or corrupting hardware, software, or data systems
  * Malicious uses of network and university systems
  * Committing malicious attacks on university networks or systems
  * Hacking passwords or systems
- Copying
  * Distribution or copying copyrighted material
  * Copying other's work as your own; plagiarism
  * Unauthorized distribution of instructional material to other users
  * Use of illegal or unlicensed software in conjunction with university systems
- Abstract
  * Engagement in illegal activities
  * Unjustified accusations or slander of any person associated with the university

Indemnification of the University

Users granted access to Columbia Southern University Systems agree, by authorization of access and use, to exempt the university and hold it harmless from damages to include lawsuits, losses, and expenses. Damages also include but are not limited to attorney fees and litigation costs which could arise from breaches of transmitted content, violation of sensitive information and privacy, user violation of the Acceptable Use Policy or any other of the Technology Policies associated with use of university systems.

Textbook Policy

Textbooks are provided for all programs at no cost through the Columbia Southern University Book Grant or Loan-a-Book. The University will determine whether the Book Grant or Loan-a-Book will be utilized. Books may be in new or used condition and may be in print or electronic format.

Book Grant

The Book Grant provides textbooks at no cost. Textbooks are not required to be returned with the Book Grant; however, students must meet course completion requirements. Successful course completion is defined as earning a passing grade or not dropping/withdrawing from the course in which the textbook was granted. When a student drops, withdraws, is institutionally withdrawn, or fails a course, a charge for the textbook and shipping will be posted to the student's account. The student may return the text postmarked within 30 days to have the charge reversed. The charge will be based on the retail textbook price listed at the CSU website or 70% if student was issued a used textbook. Additionally, $12 shipping for each course will be charged. Alternatively, the student may re-enroll in the same course for the next consecutive term or enrollment period and indicate on the Course Re-take Form that the previously provided textbook will be used. As long as the next course enrollment is submitted within 30 days of the course failure or drop/withdrawal, the textbook and shipping charges will be reversed. Students enrolled in Term Enrollment Programs or Flexible Enrollment Programs for Veterans should return the text if the course is not available in the next consecutive term.

Students not successfully completing a course should access the Textbook Return Form in the myCSU Student Portal and enclose with the returned textbook. Students who return textbooks without the proper paper work to identify themselves will not receive credit for the return. Students who do not return the textbook and do not pay the textbook charge, may not be allowed to enroll in future courses.

Loan-a-Book

Loan-a-Book provides textbooks for select courses, at no cost. Textbooks are required to be returned to Columbia Southern University through the provided return label, upon course completion. Students will be provided detailed textbook return instructions via e-mail. Alternatively, the student may re-enroll in the same course for the next consecutive term or enrollment period and indicate on the Course Re-take Form that the previously provided textbook will be used. Textbooks not returned will be charged to the student's account. The charge will be based on the retail textbook price listed at the CSU website or 70% if student was issued a used textbook. Additionally, $12 shipping for each course will be charged.

The Loan-a-Book program may be utilized during natural disasters or other situations where the student's textbook is destroyed or no longer accessible. Textbooks provided during these circumstances are required to be returned following the same procedures as standard Loan-a-Book. Textbooks not returned will be charged to the student's account.

Unofficial Withdrawal Policy

This policy affects any student enrolled in the Term Enrollment System who does not officially notify the institution that they have ceased or will cease attending the school and does not complete the course(s) by the term end date resulting in an unofficially withdrawn status. Students should submit an official Course Drop/Withdrawal request or contact the Office of the Registrar to notify the school of his or her withdrawal. CSU will determine if a student is unofficially withdrawn by reviewing student records to verify the following:

- If no assignments are submitted in Units 6, 7 or 8, the student will be withdrawn from the course and a grade of "WF" will be assigned. Grades of "WF" count in the calculation of the student's GPA as a grade of "F." The grade of "WF" is counted as attempted hours and will affect SAP. A charge will be posted to the student's account if the textbook was supplied through the CSU Book Grant. The student will be notified of the course drop/textbook return process.
- If an assignment has been submitted in Units 6, 7 or 8, the student will not be withdrawn and no action will be taken. All non-submitted assignments will be recorded with a score of "0" and the final grade will be calculated.
- Students who are on an Incomplete are still expected to submit assignments in Units 6, 7 or 8.
- When determining last day of attendance for financial aid purposes, the course mid-point or last assignment date, whichever is later, will be used.

Withdrawal for Special Circumstances Policy

Purpose

The purpose of the Withdrawal for Special Circumstances Policy is to provide students who encounter special circumstances the opportunity to withdraw from a course when such withdrawal would normally not be considered. Eligible students fall under the following categories:

- The student has a course on Incomplete.
- The student has a course that has ended with a final grade.

Withdrawal for Special Circumstances Policy
Columbia Southern University (CSU) recognizes students may encounter life situations that impede successful course completion. Students experiencing an extenuating circumstance, such as a prolonged illness, death in the immediate family, military deployment, or similar incident, have the option to request a Withdrawal for Special Circumstances (WSC). Requests for a WSC are limited to students who have a course(s) on Incomplete or have a course that has ended with a sub-standard, final course grade directly related to the incident.

Students are eligible to request one WSC per calendar year and the request must be within one calendar year from original course end date. Each withdrawal request may include all courses in which the student is enrolled during the period of special circumstance. Requests for a WSC are not automatically granted and are reviewed independently through the Student Appeals process. Students who wish to withdraw under special circumstances must submit

documentation which supports the extenuating circumstance. Acceptable documentation should include applicable dates to justify the request and may include:

- Medical documentation by a licensed practitioner
- Deployment notice documentation
- Officially signed letter from a Unit/Battalion Commander or Employer
- Death certificate
- Any other documentation deemed acceptable to CSU

Students approved for a WSC will receive a grade of "W" for the course, which will be recorded in the student record. The grade of "W" will have no effect on the cumulative CSU GPA, but will count toward hours attempted when determining Satisfactory Academic Progress (SAP) and may affect Federal Student Aid (FSA) eligibility. Students using FSA should contact their academic advisor to discuss SAP standing and the Office of Financial Aid to discuss FSA eligibility. An approved WSC is subject to the Tuition Refund and Withdrawal Policy and Returning Textbooks for Dropped/Withdrawn Courses Policy.

Students applying for a Withdrawal for Special Circumstances should submit a formal letter to studentappeals@columbiasouthern.edu and include necessary documentation to support the request. Students will be notified of a decision within 7 calendar days.

XII. Student Resources

Division of Student Affairs

The Division of Student Affairs incorporates excellence and innovation in the delivery of student support services that emphasize a student-centered learning environment. Our goal is to effectively remove barriers to student success and build strong, meaningful relationships that will foster life-long learning and provide each student an opportunity to earn degree course credit. CSU's student-centered support services are personal, responsive, and geared toward assisting students achieve their educational goals.

Academic Advising Center

Academic Advisors are here to help you with your academic needs whether it is your first time enrolling at Columbia Southern University or you are a returning student. Part of CSU's mission is to meet the unique educational needs of adult learners, as well as those of more traditional students, in a way that is unmatched in higher education. In addition, academic advising is an important part of CSU's mission to change lives through education. Advising involves an interactive process designed to facilitate student development through the timely and professional communication of accurate information regarding degree programs, courses, resources, and college policies/procedures, all with the objective of helping students attain their educational goals. Our goal is to enable you to discover your skills and abilities through education and apply those attributes to your everyday life.

Academic Advisement provides academic support in accordance with the following:

- Advisement on degree plans and course selection
- Relays information regarding institutional policies and procedures
- Program requirements
- Creates a degree action plan (DAP) with specified courses for the next enrollment
- Academic policies and procedures
- Approves Course Load Waivers

Academic Advising is a necessary resource while progressing through a degree program.

Student Services

Student Support Specialists are here to provide encouragement, support, and motivation to you as your journey to successfully complete your degree program online begins. The specialists take pride in assisting you with exceptional student service through all correspondence, ensuring your needs are attended to with the utmost care. Whether we are assisting with how to select a proctor or how to navigate our Learning Management System, we are here for you and want to see you reach your educational goals and dreams. In addition, Student Services provides the following support services:

- Serves as a point of contact for students with questions or concerns, and conducts research to assist in resolution
- Provides navigation assistance with the myCSU Student Portal and Blackboard
- Assists students with university policies and procedures
- Encourages and motivates
- Proactively reaches out to students, offering information that guides students along the path to degree completion
- Assists with obtaining qualified proctors and processing final exams
- Assists with arranging an Incomplete course
- Connects students with appropriate department, faculty or staff members as needed

Writing / Math Center

The Writing / Math Center provides services to students that will aid in their success throughout their academic careers. The Writing / Math Center has resources readily available for students, regardless of the degree they are seeking. They provide the following services:

- Academic support in the area of writing and tutoring in math via phone and email
- Course assistance at the request of professors and students
- Liaison service to the faculty within each course to helps students meet objectives
- Learning styles and study skills development that will enhance learning
- Additional assistance to students registered with the Office of Disability Services (ODS)
- Learning and instructional resources such as interactive webinars covering writing, math, APA, and basic course concepts

- Readiness self-assessments for math and writing intensive courses
- Individualized writing or math sessions utilizing interactive technology
- Guidance regarding citation and the university's academic integrity policy

Writing Center Guidelines

The Columbia Southern University Writing Center works in tandem with faculty in order to promote students' growth as writers so that they can work independently and confidently on these skills as a student as well as after graduation in a professional setting. In an effort to work more efficiently and effectively with students and faculty, the Writing Center has developed guidelines to facilitate an understanding of how assistance is given. These guidelines communicate the mission and philosophy of the Writing Center as well as submission guidelines.

Through these guidelines, the Writing Center wants to explain that the amount of work to be reviewed by the Success Center must have limits placed on it to ensure that the quality of feedback is at its highest level and so that time is evenly distributed amongst the student population. Providing this information to students will bring clarity to the ways that the Writing Center is able to assist students with their writing. The Writing Center is hoping to emphasize the writing specialists' roles as collaborators and teachers so that students can better understand how to function independently as writers in the post-collegiate realm.

To view these guidelines, please click on the following link: Writing-Center-Guidelines

Office of Disability Services

Consistent with the mandates of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended, CSU is committed to providing students with disabilities the equal opportunity to partake and benefit from its educational programs and services. The mission of the Office of Disability Services (ODS) is to enhance this experience for students with disabilities. Our goal is to ensure a comprehensively accessible university experience where individuals with disabilities have the same access to programs, opportunities and activities as all others.

Any student with disability who wishes to receive accommodations MUST self-disclose with the Office of Disability Services. Documentation guidelines must be followed before a student can receive services.

Please view the Office of Disability Services Student Handbook for further clarification for any of the above information.

For additional information, contact the Disability Services Coordinator at 888-785-3005 or disabilityservices@columbiasouthern.edu.

Temporary Health Situations
Students who experience temporary health situations such as surgery complications, emergency surgery/ hospitalization, or pregnancy complications should review the Incomplete for Special Circumstances Request in the myCSU Student Portal or contact a special circumstances specialist by e-mail at specialcircumstances@columbiasouthern.edu.

CSU Online Library

The CSU Online Library is designed to provide students with a broadscope of research options, as well as reference assistance.

- Professional librarians are available seven days a week to help with research
- Short video tutorials demonstrate a variety of library and research skills
- Subject Research Guides organized by CSU degree programs identify the best sources for starting research on a chosen topic
- A collection of scholarly online resources is linked from the CSU Online Library webpage. This collection includes:
  * Databases that contain articles from academic journals, magazines, newspapers, reference works, and other authoritative sources such as SWOT analyses and market profiles
  * Over 100,000 online academic ebooks
  * Electronic journal subscriptions in specialized fields of study
  * CSU Doctoral Dissertations and Research Projects
  * Other tools for research support such as compiled information on the APA rules of style
- Contact information is listed for reaching a member of the library staff seven days a week

Office of the Registrar

The Office of the Registrar maintains student records and monitors FERPA compliance. Additional responsibilities include evaluating traditional and non-traditional transfer credit, assessing academic requirements and conferring degrees twice a month, and processing student requests.

The Office of the Registrar provides student support through the following teams:

- The Evaluation Team provides support by maximizing transfer credit while meeting accreditation and state requirements.
- The degree auditors complete audits for students nearing graduation to verify the student has completed all academic requirements of the degree. Auditors also receive and process Commencement registrations.
- The Registrar Support Team responds to student requests, including probation and suspension monitoring, processing transcript requests, receiving official transcripts, monitoring conditional and temporary students, as well as keeping all student records current and up-to-date.

Helpdesk Technical Support

Technical Support is available in the event difficulties occur or general assistance is needed in determining how to submit a course assignment. The following resources are available to students in the myCSU Student Portal.

- Student Tutorials
  * How to Submit a Unit Assessment
  * How to Upload Blackboard Assignments
  * How to Upload SafeAssign Assignments
  * How to Respond to a Discussion Board Question

* How to Comment on Another Student's Discussion Board Post
* How to View Feedback to Essay Questions
* Common SafeAssign Errors
- Browser Tools
  * [Supported Browsers for Blackboard](#)
- Official Blackboard Resources
  * [Ask Dr. C Student Forums](#)
- FAQ
  * Frequently Asked Questions

Student and Alumni Engagement

Mission: Engage alumni and students in mutually beneficial relationships within a shared community that results in lifelong connections to each other and their Alma Mater, and the achievement of career related goals.

Student and Alumni Engagement provides support through the following:

- Coordination of co-curricular communication between students, alumni, faculty, and staff
- Creation and management of clubs and organizations
- Planning and implementation of alumni events in collaboration with the Alumni Association.
- Career Services programs and activities

Career Services

The mission of Career Services is to provide CSU students and alumni with resources to assist in the achievement of their career related goals.

Services are provided to all students and alumni at no additional charge and include assistance with:

- Job search strategies
- Interviewpreparation
- Professional correspondence review
- Networking techniques
- Personal online branding guidance
- Direct access to employers across the globe via CareerQuest

Career Services can be reached through email at careerservices@columbiasouthern.edu or by phone at 877-297-6192.

For professional correspondence reviews, please submit your correspondence to Career Services by email at careerservices@columbiasouthern.edu. Please allow two to three business days for your correspondence to be reviewed. Career Services is neither a placement office nor a resume writing service. Career Services provides general information and support to students and alumni to assist in the achievement of career related goals.

Student Resolution Manager

The Student Resolution Manager works with students to resolve any university-based problems or concerns to achieve a reasonable outcome for the student. This position also:

- Provides students assistance with both informal and formal complaints and grievances
- Serves as a point of contact and facilitator for the Policy for Student Appeals
- Offers students confidential conflict resolution services

Business Affairs

The Business Affairs Department is responsible for handling CSU student accounts and enrollment request processing.

Bookstore Operations

The Bookstore Operations include shipping textbooks to students, processing incoming and outgoing mail for the university, as well as managing the online bookstore and physical store located in the CSU administrative building in Orange Beach, AL.

Financial Aid

The Office of Financial Aid is responsible for awarding Federal Student Aid to qualifying students.

Military Support Group

With over half of CSU students being military, it is important to us that service members receive the proper support and respect as they move forward in completing their degree with CSU. This support center is available specifically for military students who need assistance with any of the following:

- Tuition Assistance
- Enrolling at the GoArmyEd Portal and AI Portal
- VA Benefits

XIII. References for Students

myCSU Student Portal

The myCSU Student Portal is the gateway to the University. Students have the option to:

- Log into Blackboard to access and submit coursework
- View course grades
- Submit course enrollments
- Access the CSU Online Library
- View degree specific information such as a Comprehensive Degree Report
- Verify course start and end dates
- And much more

Term Course Schedule

Students enrolled in the Term Enrollment System can access the Term Course Schedule to view courses available in a specific term. Students who are unable to find a specific course in the schedule should work with their Academic Advisor for an alternative course. Navigate to the Term Course Schedule to view courses.

Full Course Listing

The following link is provided for a listing of all courses offered at Columbia Southern University: Full Course Listing

Gainful Employment Information

Gainful employment information is dependent on a multitude of factors including where you live, previous professional experience and current industry climate. For assistance on determining what program best suits you and what jobs to apply for, view the following links:

(It is in your best interest to do preliminary research yourself before following national statistics or relative information.)

Choosing a Concentration:
http://www.degreesfinder.com/online/faq/which-degree-or-school.html

College Concentration to Career (as of 2010):
http://graphicsweb.wsj.com/documents/NILF1111/#term=

Job Shadowing and Industry Information:
http://www.jobshadow.com/

Occupation Finder:
http://www.onetonline.org/find/

Graduation Information

Commencement Ceremonies

Columbia Southern University holds a commencement ceremony each year. Information regarding an upcoming ceremony will be listed on the CSU website and Student Portal.

University Catalog

The Columbia Southern University Catalog is a resource for you and contains current information on degree program requirements, admission policies and procedures, and other valuable information.

CSU Grading Rubric

The Columbia Southern University Grading Rubric is established for all assignments including written response, Discussion Board, and Research Projects. The complete grading rubric is located in the myCSU Student Portal.

Additional Tutorials & Resources

Citation Guide

This Citation Guide will provide you with an overview of APA formatting. It includes examples of in-text and reference citations as well as instructions for how to format formal papers. In addition, this guide will provide you with a sample of an essay and research paper and information on library resources.

Citation Guide Tutorial

A tutorial was created as a companion to the CSU Citation Guide. It provides the information found in the guide in a different format for auditory learners. By clicking on the link, you can watch and hear a presentation on this material.

CSU Success Guide

This Success Guide is meant to help you navigate the world of online learning. It will walk you through the steps that are proven to make students successful in college. In addition, you will learn a little about the history and what makes CSU special.

CSU Online Library

The CSU Online Library is designed to provide students and faculty with a variety of research options, all chosen to support the programs of study at Columbia Southern University.

CareerQuest

CareerQuest is a comprehensive tool that will allow students and alumni to set up a profile, choose their privacy settings, gain access to Career Services Resources, set up an appointment to speak with a Career Development Counselor, keep all career related documents organized and housed in one area, research companies, set preferences and save searches for a strategized job search, post resumes for employer viewing, access the global job bank, and apply for jobs.

Additional tutorials and resources can be found by accessing the Learning Resources tab within the myCSU Student Portal.

Academic Term Calendar*

U.S. students must register by the end of the registration period. Students with APO/FPO addresses must register at least four weeks prior to the term start date in order to allow sufficient time for textbook delivery.

Academic Calendar 2013–2014 Term Enrollment

Track A

Semester	Term	Registration	Start Date	Drop Date	End Date
Summer	1A	04/03/13 to 06/11/13	06/19/13	06/25/13	08/13/13
Fall	2A	06/05/13 to 08/06/13	08/21/13	08/27/13	10/15/13
Fall	3A	08/07/13 to 10/01/13	10/16/13	10/22/13	12/10/13
Winter	4A	10/02/13 to 12/03/13	12/18/13	12/24/13	02/25/14
Christmas Break –During Term 4A (12-25-13 to 01-07-14/2 weeks)					
Spring	5A	12/04/13 to 02/25/14	03/12/14	03/18/14	05/06/14
Summer	6A	02/26/14 to 04/29/14	05/14/14	05/20/14	07/08/14

Track B

Semester	Term	Registration	Start Date	Drop Date	End Date
Summer	1B	04/17/13 to 07/09/13	07/24/13	07/30/13	09/17/13
Fall	2B	07/10/13 to 09/10/13	09/25/13	10/01/13	11/19/13
Winter	3B	09/11/13 to 11/12/13	11/27/13	12/03/13	01/28/14
Christmas Break –During Term 3B (12-25-13 to 12-31-13/1 week)					
Winter	4B	11/13/13 to 01/21/14	02/05/14	02/11/14	04/01/14
Spring	5B	01/22/14 to 03/25/14	04/09/14	04/15/14	06/03/14
Summer	6B	03/26/14 to 05/27/14	06/11/14	06/17/14	08/05/14

Academic Calendar 2014–2015 Term Enrollment

Track A

Semester	Term	Registration	Start Date	Drop Date	End Date
Summer	1A	04/03/13 to 06/11/13	06/19/13	06/25/13	08/13/13
Summer	1A15	04/30/14 to 07/01/14	07/16/14	07/22/14	09/09/14
Fall	2A15	07/02/14 to 09/02/14	09/17/14	09/23/14	11/11/14
Fall	3A15	09/03/14 to 11/04/14	11/19/14	11/25/14	01/20/15
Christmas Break – During Term 3A (12/24/14 to 12/30/14)					
Winter	4A15	11/05/14 to 01/13/15	01/28/15	02/03/15	03/24/15
Spring	5A15	01/14/15 to 03/17/15	04/01/15	04/07/15	05/26/15
Summer	6A15	03/18/15 to 05/19/15	06/03/15	06/09/15	07/28/15

Track B

Semester	Term	Registration*	Start Date	Drop Date	End Date
Summer	1B15	05/28/14 to 07/29/14	08/13/14	08/19/14	10/07/14
Fall	2B15	07/30/14 to 09/30/14	10/15/14	10/21/14	12/09/14
Winter	3B15	10/01/14 to 12/02/14	12/17/14	12/23/14	02/17/15
Christmas Break – During Term 3B (12/24/14 to 12/30/14)					
Winter	4B15	12/03/14 to 02/10/15	02/25/15	03/03/15	04/21/15
Spring	5B15	02/11/15 to 04/21/15	05/06/15	05/12/15	06/30/15

*Refer to our website for the most current academic calendar. Please note a late fee of $50.00 will be due for enrollments received after Registration end date.

XIV. Frequently Used Acronyms/Abbreviations

AA	Associate of Arts
AARTS	Army/American Council on Education Registry Transcript System
AAS	Associates of Applied Science
ADA	Americans with Disabilities Act
AGI	Adjusted Gross Income
AU-ABC	Air University-Associates to Bachelors Cooperative
BS	Bachelors of Science
BSBA	Bachelors of Science in Business Administration
CCAF	Community College of the Air Force
CHEA	Council for Higher Education
CLEP	College Level Examination Program
CSU	Columbia Southern University
DANTES	Defense Activity for Non-Traditional Education Support
DAP	Degree Action Plan
DBA	Doctorate of Business Administration
DC	Institutional Drop
DETC	Distance Education and Training Council
DN	Dropped for Non-Attendance
DoE	Department of Education
DP	Dropped from Course
EFA	Estimated Financial Assistance
EFC	Estimated Family Contribution
FA	Financial Aid

FAFSA	Free Application for Federal Student Aid
FERPA	Family Educational Rights and Privacy Act
GAE	GoArmyEd
GED	General Education Development
I	Incomplete
ISIR	Institutional Student Information Record
LOA	Leave of Absence
MBA	Masters of Business Administration
MPN	Master Promissory Note
MS	Masters of Science
MyCAA	Military Spouse Career Advancement Accounts
NSLDS	National Student Loan Data System
POST	Peace Officer Standards and Training Council
R	Retake
SAP	Satisfactory Academic Progress
SMART	Sailor/Marines American Council on Education Registry Transcript
SOCAD	Servicemembers Opportunity Colleges Army Degree
SUB	Subsidized Federal Stafford Loan
TA	Tuition Assistance
TOEFL	Test of English as a Foreign Language
UNSUB	Unsubsidized Federal Stafford Loan
VA	Veteran's Affairs
W	Withdrawn
WF	Withdraw Fail