The Department of Student Services has prepared this handbook to assist students while enrolled at St. Thomas University. It contains academic information as well as information about support services at the University. This handbook was designed to answer the many questions that may arise while you are a member of the university community. Students are urged to thoroughly familiarize themselves with the handbook contents.

NOTICE: The reader should take notice that while every effort is made to ensure the accuracy of the information contained herein, St. Thomas University retains the right to modify this handbook at any time without advance notice. The University provides the information herein solely for the convenience of the reader and, to the extent permissible by law, expressly disclaims any liability which may otherwise be incurred.
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ST. THOMAS UNIVERSITY - THE MISSION STATEMENT

St. Thomas is a Catholic university with rich cultural and international diversity committed to the academic and professional success of its students who become ethical leaders in our global community.

CORE VALUES

• Catholic identity
• Global diversity
• Student success
• Leadership development
UNIVERSITY RESOURCES

UNIVERSITY LIBRARY

The University Library provides quality student-centered services and information that meet the needs of St. Thomas University’s students. We connect students with the tools necessary to become active, knowledgeable members of their chosen fields. The faculty and staff of the library support student learning and strive to engage students in an approachable, accessible, and supportive environment.

Using our E-Research gateway, students can access to over 275,106 journals, magazine, streaming videos, and newspaper full-text titles in digital format and over 210,000 e-books. Access to these collections and services is available from your home with your University email username and password. The Library faculty and staff will be happy to teach you how to use these powerful products by e-mail, chat, or over the telephone.

If we don’t have the book or article you’re looking for, the Library provides interlibrary loan services. Material can be delivered here from other libraries throughout Florida and across the United States. The time frame for this service ranges from 3 days to over two weeks. Electronic forms for making book requests are available from the interlibrary loan link on the Library web page.

Regular University Library hours (Fall, Winter, and Spring) are:

Monday–Thursday 8:00 A.M. to 11:00 P.M.
Friday 8:00 A.M. to 5:00 P.M.
Saturday 9:00 A.M. to 5:00 P.M.
Sunday 2:00 P.M. to 10:00 P.M.

Library hours are posted at our website, and students should check this periodically to keep track of holiday hours.
STUDENT SERVICES DEPARTMENT

It is the mission of St. Thomas Online Student Services department to promote student learning and the achievement of educational goals. The department provides information and support to students while also being flexible, accessible and responsive to student needs.

Email: StudentServices@online.stu.edu
Phone: (844) 284-1918

Below are just a few examples of how Student Services can provide assistance:

- **Academic advising**
  - Providing resources for time management and study skills
  - Sharing tips other students have found to be helpful

- **Classwork**
  - Answering general questions
  - Addressing your concerns
  - Facilitating conference calls with instructors as needed

- **Other departments**
  - Connecting you with the Financial Aid Office, Student Accounts department, Technical Support, etc.

- **Registration**
  - Assisting with scheduling changes
  - Confirming class schedule

- **Textbooks**
  - Following up with Operations Team regarding orders and deliveries

OFFICE OF RECORDS, REGISTRATION AND ACADEMIC COMPUTING RECORDS

The Office of Registration and Records Management maintains a complete file on every former and current student at St. Thomas University for a period of at least five years following the student’s last registration at St. Thomas University or until the student receives a degree or certificate. The student’s academic record at St. Thomas University is maintained in perpetuity.

Each file contains:

- all applications and documentation submitted by the student during the admissions process, including college transcripts
- an official record of transfer credits accepted by St. Thomas University
- any academic waivers awarded the student
• all Alumni files minimally will contain the application to St. Thomas University, the degree clearance form, and the Diploma Clearance Form.

The Family Educational Rights and Privacy Act (FERPA), affords students certain rights with respect to their education records.

They are:

1. The right to inspect and review the student’s education records within 45 days of the day the University receives a written request for access. Students should submit to the Office of Registration and Records Management, dean, head of the academic department, or other appropriate official, written requests that identify the record(s) they wish to inspect. The University official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the University official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

2. The right to request the amendment of the student’s education records that the student believes are inaccurate or misleading. Students may ask the University to amend a record that they believe is inaccurate or misleading. They should write the University official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the University decides not to amend the record as requested by the student, the University will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. A third party can be given information about a student’s records only with the written consent of the student.

Exceptions to this policy can include: (a) parents and legal guardians of students who are dependent as defined by the Internal Revenue Service, upon presentation of proof of that IRS status; (b) courts presenting a court order or subpoena for disclosure; (c) agencies needing information regarding students on F-1 or J-1 visas; (d) the U.S. Department of Education; (e) school officials with legitimate educational interests. A school official has legitimate educational interest if the official needs to review an educational record in order to fulfill his or her professional responsibility. A school official is a person employed by the University in an administrative, supervisory, academic or research, or support staff position; a person or company with whom the University has contracted
(such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as disciplinary or grievance committee, or assisting another school official in performing his or her tasks. At St. Thomas University, directory information (that information which is freely given to those requesting it) is limited to name, dates of attendance/enrollment and degrees/certificates earned, if any.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by St. Thomas University to comply with the requirements of FERPA.

The name and address of the Office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW.
Washington, DC 20202-4605

THE PERMANENT RECORD

The Permanent Record of every student taking one or more courses at St. Thomas University consists of the following: personal information sufficient to identify the student as unique (name, birth date, student identification number, and Social Security number when these are available); all courses in which the student has officially enrolled with any letter grade assigned upon completion of the course; any degrees earned by the student at St. Thomas University; and the grade-point average of the student for each academic level. The Permanent Record will also indicate any current academic probation, suspension, or unauthorized withdrawal and may be expunged only by the procedures set out in the Academic Policy Manual.

For each student enrolling at St. Thomas University as a new or continuing student beginning in January 1, 1982, the Office of Registration and Records Management of St. Thomas University maintains within an electronic data file in the Datatel/Colleague database of the University a complete Permanent Record. This file contains all data as identified as part of the Permanent Record in accordance with this policy. The Office of Registration and Records Management staff will, under the direction of the Executive Associate Registrar, add to the record such new information as pertains to the student’s demographic and academic record as it becomes available, term-by-term, and as the student progresses at the university.
OTHER STUDENT RECORDS

In addition to the Permanent Record contained in the electronic transcript, the Office of Registration and Records Management will retain the paper record file (when a paper record exists) as a repository of admission documentation and transfer transcripts of all students or for at least five years after the students last date of attendance or until the student receives a degree or certificate. Transfer courses accepted for degree credit are stored electronically within an electronic data file in the Datatel/Colleague database and are retained as part of the students’ permanent academic record.

Directory Information

The following information is considered “Student Directory Information” and is available to the general public unless the student requests that such information be withheld: name of student, major, degrees awarded, and dates of attendance.

Requests to have the information withheld must be made in writing to the Student Services Advisor before the end of the third week of the first term.

Registration

Registration is a formal written procedure, which represents both a financial and an academic commitment. The obligations, which a student incurs by registration, remain unless the course is canceled by the university or the student officially withdraws from the course.

After registration, all changes of schedule must follow the formal procedure established by the Office of Registration and Records Management. This includes completion of a form and submission of the appropriately signed form to the Student Services Advisor. The changes become effective on the date it is received by the Student Services Advisor.

Unless the official change of schedule procedure is followed, a student is financially responsible for those courses listed on registration form, and receives a grade for each of those courses.

Discontinuing class attendance does not constitute official withdrawal, just as attending class does not in itself constitute official registration.

Add/Drop Period

Students may add classes during the first week of the term, with the approval of the Student Services Advisor and financial aid personnel. No course may be added after the first week of the term.
Official Withdrawal

All withdrawals require completion of the Course Drop/Withdrawal Form, available from your Student Services Advisor. Students may withdraw from courses without academic penalty until the second week of the start of a course. Courses from which the student officially withdraws will appear on the transcript with a grade of W.

Unauthorized Withdrawal (UW)

If a student never logs on to class (online) and does not contact Student Services with a course drop request, that student receives a UW grade.

A student may also receive a UW grade when that student has met all of the following:

- Never participated in the Discussion Board forum,
- Never submitted any assignment,
- Never took part in any assessment
- Never participated in any learning group activity and
- Never initiated a course drop.

To receive credits for that course in the future, the student is required to repeat the course and pay the full course fee.

Application for Graduation

A student who plans to graduate is required to apply online by the following deadlines:

August degree posting - June 29
December graduation - October 10
May graduation - February 20

There are no exceptions to the deadline dates. The online application is available at https://www.stu.edu/BASIC/tabid/163/Default.aspx by clicking on FORMS.

While students may earn degrees and have the degree posted to the permanent record following Fall, Spring, and Summer semesters, there are only two Commencement ceremonies held in May and December. Students graduating in August may participate in Commencement in December.

Participation in Commencement

The University considers Commencement to be an academic event, and thus available only to students who have either met all requirements for graduation by the date of Commencement or is enrolled in courses which, if successfully completed, will result in all requirements for graduation being met by the date of Commencement. If a student is
unable to participate in commencement, the student may participate in the next scheduled commencement. In such cases, it is the student’s responsibility to obtain their commencement robes at the time of their originally scheduled commencement.

**Veterans Administration**

St. Thomas University is approved for graduate education of Veterans and eligible dependents under current public laws. Students who may be eligible for educational benefits under any Veterans Administration program should contact:

Veterans Administration  
Regional Office  
P.O. Box 1437  
St. Petersburg, FL 33731

Eligible students MUST contact the VA Representative at 305-474-6950 to receive and complete registration forms. Once the Academic Registration Form is filled out and signed by the online Student Services Advisor, you must contact the VA representative at the above number.

**FINANCIAL AID**

At St. Thomas University our financial assistance program is designed to provide financial assistance to students who need monetary support in order to continue working toward their educational goals. Although aid for graduate/doctoral students is limited, St. Thomas does work closely with all students in order to make the cost of education affordable.

Graduate/doctoral students at St. Thomas University typically secure funds from a variety of sources to finance their education. Sources include loans and scholarship awards based on academic merit. Graduate/doctoral students may also participate in tuition reimbursement plans if offered through their place of employment. A graduate/doctoral student at St. Thomas may receive a financial assistance packet combining aid from more than one of these sources. Aid from all sources may not exceed the cost of education.

**GENERAL ELIGIBILITY FOR FINANCIAL AID**

To be considered for Federal Financial Aid programs, a student must:

- Be a citizen, national or eligible non-citizen of the United States
- Be accepted and enrolled into a degree-seeking program at least half time (3 credits per term).
- Maintain satisfactory academic progress (as determined by the school).
• Not owe a refund or be in default of any Title IV funds.
• Register with Selective Service (if you are a male 18 through 25 years of age).
• Apply within designated deadlines.
• Have a valid Social Security Number.
• Sign a statement on the FAFSA certifying that you will use federal student aid only for educational purposes.
• Sign a statement on the FAFSA certifying that you do not owe a refund on a federal student grant or that you are not in default on a federal student loan.
• Not be a convicted drug offender during the period for which you will be receiving Title IV assistance.

HOW TO APPLY FOR FINANCIAL AID

To be considered for most forms of financial assistance, the student must:

1. Be admitted to the university, or, if in attendance, be a student in good academic standing (Please refer to the section below on satisfactory academic progress).
2. Complete the Free Application for Federal Student Aid (FAFSA) at www.fafsa.gov. To complete the FAFSA online, you must have a Personal Identification Number (PIN). To obtain your PIN, please go to www.pin.ed.gov. The federal school code for St. Thomas is 001468.
3. Complete the Direct Stafford Master Promissory Note (MPN) if you wish to apply for the Direct Stafford Loans. The Direct Stafford MPN is available online using the electronic signature option E-sign at www.stu.edu/financialaid. Before applying for a Direct Stafford Loan, select “Student Loan Programs” from the menu for additional information. If you are a first-time Stafford Loan borrower, you will need to complete the “Loan Entrance Counseling” at www.stu.edu/faforms.
4. Complete the Direct Stafford Loan Request Form and indicate the type of loans and amounts you wish to borrow. This form is available online at www.stu.edu/faforms.
5. Complete the Direct Federal PLUS Loan MPN for Graduate/Professional Students (optional). You must exhaust your loan option for the Direct Stafford Loan before the Office of Financial Aid can award you the Direct PLUS Loan. Keep in mind this loan is subject to credit approval by the US Department of Education. You must complete the FAFSA and a new PLUS Loan Request Form for each year you wish to apply for the Direct PLUS Loan. You can complete the Direct PLUS MPN using the electronic signature option E-sign at www.stu.edu/financialaid. Before applying for a Direct PLUS Loan, select “Student Loan Programs” from the menu for additional information. If you are a
first time GradPLUS Loan borrower, you will need to complete the “Loan Entrance Counseling” at www.stu.edu/faforms.

6. Provide additional information as requested to satisfy institutional and federal program requirements.

You may complete financial aid forms before you are accepted to a degree seeking program at St. Thomas University. However, no offer of financial aid will be awarded until you have been officially accepted for admission to the university.

**HOW TO BORROW WISELY**

- Look into alternate methods of financing (e.g. scholarships, fellowships, employee tuition reimbursement, veteran’s benefits, savings, family, etc.). Carefully compare repayment incentives.
- Repay debts as soon as possible; the longer you owe, the more you will pay.
- To help secure your financial future, stay in touch with your lender.
- Borrow as little as possible. ONLY borrow what you need.

**Renewal of Awards**

Financial Aid awards are not automatically renewed. A student must reapply each year in order to receive an award determination. The FAFSA for the current academic year is available after January 1st online at www.fafsa.gov.

**Satisfactory Academic Progress (SAP)**

A student applying for Financial Assistance must maintain Satisfactory Academic Progress. Federal regulations require St. Thomas to develop and apply a consistent and reasonable standard of academic progress for students receiving Financial Aid.

The Financial Aid Office will automatically run the SAP Module to determine if a student has met SAP. They will check SAP at the end of each term.

**STANDARDS FOR SATISFACTORY ACADEMIC PROGRESS**

There are two components to Satisfactory Academic Progress:

1. **QUALITATIVE (GPA)**
   Graduate/Doctoral students must maintain a cumulative GPA of 3.0 or better for all courses taken beyond a Bachelor Degree.

2. **QUANTITATIVE (credit hour completion)**
   All full-time students must earn 75% of all cumulative attempted credits. Less than full-time students must earn ALL credit hours attempted.
Maximum Time Frame

Students are eligible to receive financial aid up to 33% over and above the maximum number of credit hours required to obtain his/her degree as defined in the University’s Catalog. All graduate/doctoral courses attempted at the University will be counted towards maximum time frame limitation.

• All period of enrollment (including summer), will be counted towards maximum time frame.

Change of Major

Students are eligible for aid up to 33% over and above the maximum number of credits required for their new degree. All transfer credits and credits attempted at the University from the previous major will be included in the calculation of maximum time frame. Financial assistance will not be extended to cover lost credits due to change of major.

Treatment of Punitive and Non-punitive Grades and Courses

All courses with a grade of F, I, W, UW and repeated courses will be considered in the calculation of credit hours attempted and will be subject to the Standards of Satisfactory Academic Progress. Incomplete (I) grades will be calculated as failing grades in regard to Credit Hour Completion until the course has been satisfactorily completed. It is the student’s responsibility to inform the Student Services Advisor if grade changes have been made to his/her academic record.

Notification of Satisfactory Academic Progress Status

If a student has fallen below the required standards for Satisfactory Academic Progress, the student must be placed on Financial Aid Warning for one term. The student will be sent a warning letter and be awarded financial aid for the term in which they are on warning only. At the end of the warning period, the Financial Aid Office will manually verify the student’s academic progress. If the student has met ALL criteria by earning ALL credits attempted and have “term” GPA of 3.0 graduate/doctoral, then financial aid will be awarded for the following term. If the student failed to meet criteria during the warning period, the student will be placed on Financial Aid Suspension until the student regains Satisfactory Academic Progress. The student will be sent a financial aid suspension letter.

The student has the right to appeal in writing with documentation without an academic plan. If the appeal is approved, the student will be placed on financial aid probation for that term. If the appeal is denied, the student has the right to a final appeal where the
student will be required to submit an academic plan. Note: The committee may determine, based on the appeal, that the student will require more than one term to meet academic progress. Therefore, the student’s financial aid probation may be rolled over as long as the student maintains the academic plan.

Note: The student’s progress must be reviewed at the end of each payment period a student is on probation or warning status, to determine if the student is meeting the requirements by earning ALL credits attempted and have “term” GPA of 3.0 graduate/doctoral or if the student is successfully completing the Academic Plan (when applicable). If the student is meeting the requirements of the academic plan, the student is eligible to receive Title IV aid as long as the student continues to meet those requirements and is reviewed according to the requirements specified in the plan.

Reinstatement of Financial Aid Eligibility

A student may regain eligibility by:

- Achieving the required standards for SAP.
- Appealing the financial aid decision as described below.

Appeal Process

Any student who does not meet satisfactory academic progress standards and is able to document extenuating circumstances may appeal the suspension or termination of financial aid eligibility.

1. To appeal, submit the Satisfactory Academic Progress Appeal Form (available at [www.stu.edu/faforms](http://www.stu.edu/faforms)) with proper documentation to the Financial Aid Office explaining the reason(s) for the request.
2. The student will be notified of the decision within 7 business days of the receipt date.

If the Financial Aid Administrator denies the appeal, the student may request a “Final Appeal Request” form from the Financial Aid Office. The final appeal request will be reviewed by the Financial Aid Appeal Committee and the student will be notified of their decision within 30 calendar days. This decision shall be final. Only one final appeal per academic year is allowed.

Note: All charges incurred during any period of time for which a student’s aid is denied/suspended is the sole responsibility of the student. Under no circumstances will awards be made retroactively, unless specifically provided for herein. If the appeal is approved, financial assistance will be awarded based on availability of funds at the time.
Dropping/Withdrawing

The funds you are awarded are intended to help meet your educational expenses while attending the University. If you withdraw, drop out of school, drop below half-time, change enrollment status or leave without notice in any given enrollment period, your financial aid award may be reduced or canceled, and you may be required to return a portion of the aid awarded to you. If you are entitled to a refund of your tuition, all or part of the refund may be applied to the financial fund from which your aid was awarded. You may also be required to refund a portion of the funds disbursed directly to you. The amount of the refund is based on formulas established by the U.S. Department of Education. You should consult with the Financial Aid Office prior to dropping or withdrawing to avoid an unnecessary financial hardship.

Financial aid is refunded based on the date of withdrawal from St. Thomas University. Title IV aid is earned in a prorated manner on a per diem basis up to the 60% point in the semester. After this point in time, Title IV aid is viewed as 100% earned. Refunds to the federal student financial aid programs must be made prior to issuing a refund to the student. In accordance with federal regulations, refunds are allocated in this order:

1. Direct Unsubsidized Stafford Loan
2. Direct PLUS Loan for Graduate/Professional Students
3. Other Title IV Programs
4. Other non-federal financial aid
5. Student

STU will complete the Return of Title IV Funds calculation for these students and will return any Title IV funds that are due to the Title IV programs. Students will be notified in writing of balance owed to STU and have 45 days from the date of the letter to arrange payment with the Business Office. Failure to pay within this deadline will result in your student account being reported to the collection agency. Student will be responsible for any fees access by the collection agency.

1. Students are responsible for supplying complete, accurate, and current information upon which their eligibility for financial assistance is based.
2. Students have the responsibility of providing all additional documentation, corrections, and/or new information requested by the Office of Financial Aid.
3. Students are expected to read, understand, and keep copies of all forms they are asked to sign.
4. Students have the responsibility of planning for moderate spending, and to contribute to the costs of education.
5. Once financial assistance is accepted, students are responsible for notifying the Office of Financial Aid if they
a. receive a loan, grant, scholarship, work or other additional aid.
b. change their marital status, permanent address or state of residence.
c. change their attendance status (e.g. half-time, three-quarter time, or full-time).
d. withdraw from the university.

6. Students must notify the Office of Financial Aid if they are, or plan to be employed on campus in a non-work study position while receiving financial aid from federal sources.

7. Students are responsible for using student aid funds awarded to them for educationally related expenses only.

8. It is the students’ responsibility to know and comply with the deadlines for application or reapplication for assistance.

9. Know and comply with rules governing the aid you received including enrollment requirements and satisfactory academic progress.

10. Financial assistance is awarded by semester for periods up to one academic year. Students should reapply for assistance for the following academic year.

11. Students who withdraw from the university before the end of the semester may be required to refund a portion of the aid received from Direct Stafford Loans, Direct PLUS Loan and/or certain private scholarships, as determined by federal formula for Return of Title IV Funds.

12. Complete the Loan Exit Interview prior to graduation or separation from school. Students are responsible for understanding the conditions and repayment terms of all their loans, both federal and private.

13. Pay any tuition, fees, room, board or other expenses not covered by financial aid.

**FINANCIAL AFFAIRS BUSINESS OFFICE**

For a breakdown of University tuition and fees, please go to:  
[http://online.stu.edu/admission/#tuition](http://online.stu.edu/admission/#tuition)

**Registration and Payment Policy**

In order for registration to be complete, tuition and fees must be paid at the time you register. Additionally, all financial aid documentation must be completed prior to the start of the term. Registration is considered complete only when all charges are paid or satisfactory arrangements have been made. Payments may be made by check (subject to being honored by the bank on which drawn), credit card online at [www.stu.edu](http://www.stu.edu) (currently VISA, MasterCard, and Discover), financial aid authorization, or bank wire transfers.

If a student wishes to use anticipated Financial Aid funds toward payment at registration, he/she MUST have previously received a Financial Aid award. Should the
Financial Aid award be less than the amount owed the University; the difference must be paid in full at the time of registration. Grants and loans administered by the University are credited to a student’s account once the award process has been completed. Student loans are electronically disbursed to the University weekly excluding holidays or University closures. Some student loans are disbursed in the awarded amount less 5% processing fees others are disbursed in the awarded amount. Student loans disbursed in the form of a paper check usually require endorsement from the student before it can be applied to his/her account.

* Student’s that are not eligible for financial aid or refuse to apply for financial aid must pay 50% at the time of registration and the other 50% by the 8th day of the term.

Add/Drop Class Adjustments and Refund Policy

When you complete an add/drop form and your credit hours increase from your original registration credit hours (during the posted add/drop period), payment is due immediately for any resulting additional charges. When you authorize a decrease in credit hours below full-time, your tuition and general fee assessment will be adjusted AND your Financial Aid award(s) will be adjusted accordingly. A fee of $10 will be charged per course added/dropped.

EXCEPTION: If class changes occur due to cancellation by university’s administration and your new total credits fall below full-time, you will receive 100% tuition and fee adjustment for this change only.

St. Thomas University Refund Policy

Tuition refunds are based on total tuition charges and not on the amount paid. If you have been awarded federal aid, these programs from which the funds were disbursed will be refunded in accordance with Federal Law. Registration fees and deposits are nonrefundable. Students who register but do not attend classes, or who stop attending classes, will not receive credit unless they withdraw officially by submitting a completed official withdrawal (add/drop) form to their Student Services Advisor. The effective date of withdrawal is the date in which the Student Services Advisor receives the form.

Special Billing to Third Parties

Authorization from third parties and/or students is required in order for the Office of Financial Affairs-Student Accounts Business Office to invoice for payments. Common examples of third party organizations are: AmeriCorps, Florida Prepaid, U.S. Customs, Veterans Affairs, and Vocational Rehabilitation. Most of these organizations provide documentation. In the absence of such documentation, students should provide written authorization (including email) and detailed contact information for the Business Office
to contact and invoice the organization on his/her behalf. Students should email documentation to stufa@stu.edu.

Sponsorship payments are due within 30 days after the semester begins. **If the third party fails to honor its agreement, payment is due immediately from the student.**

**Tuition Installment Payment Plan**

You may choose to pay charges owed for an upcoming academic year through a University approved tuition installment plan. A non-refundable payment plan application fee of $75.00 is required to enroll. You have the option of an 8 month payment plan or a 12 month payment plan. To enroll, visit [www.tuitionpayplan.com/stuonline](http://www.tuitionpayplan.com/stuonline) or call 1-877-411-0953.

**The Right to Privacy and Disclosure Regarding Financial Records**

The Gramm-Leach Bliley Act enacted in 1999 provides for safeguarding customer information and their right to privacy and disclosure. In accordance with this, all phone queries received from students or third parties requesting account information will have to be authenticated. **Authentication identifiers include but are not limited to: full name of student, date of birth, last 4 digits of social security number, permanent address, and documented authorization to release account information-in case of a third party. Students should also print their full name or ID # on any check payment sent by mail.**

**Truth in Lending Act**

The Higher Education Opportunity Act of 2008 (Pub. L. 110-35) (HEOA) added section 128(e)(3) to the TILA to require that before a private educational lender may consummate a private education loan for a student in attendance at an institution of higher education, the private education lender must obtain the completed and signed Self-Certification Form from the applicant. The Federal Reserve Board’s Final Regulations published on August 14, 2009 incorporate this new requirement at 12 CFR 226.48(e).

**THE SELF-CERTIFICATION FORM MUST BE COMPLETED AND SUBMITTED TO THE BUSINESS OFFICE.**

This student form is located via the web under the Office of Financial Affairs.
Student Account Clearance Required for Future Registration, Transcripts, and Diplomas

The University prohibits registration, release of transcripts or the issuance of a certificate of completion or diploma to any student who has not satisfied their financial obligations to the University.

Delinquent Student Accounts

Students are responsible for their course selection and will be held liable for tuition and fees incurred as stated on their registration statement unless a written withdrawal form is filed with their Student Services Advisor before the end of the specified 100% refund period. Therefore, the university reserves the right to refer student accounts to a collection agency, and or attorney and to disclose any relevant information to credit bureau organizations if payment of total charges is not made within 120 days. In such an event, the student shall be liable for all collection expenses and, if required, all reasonable attorney fees associated with the collection of the outstanding balances and accumulated interest.

Dropping/Withdrawing

The funds you are awarded are intended to help meet your educational expenses while attending the University. If you withdraw, drop out of school, drop below half-time, or change enrollment status in any given enrollment period, your financial aid award may be reduced or canceled, and you may be required to return a portion of the aid awarded to you. If you are entitled to a refund of your tuition, all or part of the refund may be applied to the financial fund from which your aid was awarded. You may also be required to refund a portion of the funds disbursed directly to you. The amount of the refund is based on formulas established by the U.S. Department of Education. You should consult with a Student Services Advisor prior to dropping or withdrawing to avoid an unnecessary financial hardship.

Students are responsible for their course selection and will be held liable for tuition and fees incurred as stated on their registration statement unless a written withdrawal form is filed with their Student Services Advisor before the end of the specified 100% refund period.

Students who wish to drop classes in order to receive a full refund must report to their Student Services Advisor no later than the final full refund drop date (100% Refund Withdrawal Date). Courses officially dropped with a 100% refund will be removed from the student’s record. Amounts due to the University will be deducted before any check disbursement or credit is issued. Payment should be mailed to:
Wire Transfer Payments

Wire transfer of funds for payment on your account at St. Thomas University can be handled through a full service bank. Direct your wire transfer to:

Sun Trust/Miami, N.A.
Corporate Cash Management
777 Brickell Avenue
Miami, Florida 33131
Phone: 1-800-947-3786

ABA Number: 061000104
Account Number: 0189001210477
St. Thomas University
16401 Northwest 37th Avenue
Miami Gardens, Florida 33054
Phone: 305-474-6977

Federal Perkins Loan Program

The Office of Financial Affairs manages the Federal Perkins Loan Program. The Perkins fund is a revolving fund, that is, funds are replenished by student borrowers who fully repay their loans. Students who are awarded this loan are required to complete entrance and exit counseling which discloses their rights and responsibilities regarding timely repayment and the consequences of loan default.

THE UNIVERSITY RESERVES THE RIGHT TO CHANGE WITHOUT NOTICE ITS TUITION, FEES, SERVICE CHARGES, RULES AND REGULATIONS AT THE BEGINNING OF ANY SEMESTER OR TERM AND DURING THE YEAR SHOULD CONDITIONS SO WARRANT. THIS RIGHT WILL BE EXERCISED JUDICIOUSLY.
ACADEMIC CODE

ACADEMIC CODE OF CONDUCT

St. Thomas University, Florida’s Archdiocesan Catholic University, adopts the fundamental vision of the Judeo-Christian tradition and the Catholic faith, and values the wisdom to be found in the Bible and in other church teaching. St. Thomas seeks to establish a Judeo-Christian environment in which all may develop spiritually as well as intellectually.

The academic community places the highest value on truth, the quest for knowledge, and respect for others in an atmosphere of academic excellence. Both faculty and students are expected to maintain the highest standard of academic honesty and present work that is genuinely their own. Academic dishonesty undermines the establishment of the Judeo-Christian environment sought by St. Thomas. Therefore, faculty and students will neither commit nor tolerate cheating, plagiarism, or any other form of academic dishonesty.

HOW DOES ONE IMPLEMENT THE VALUE OF ACADEMIC HONESTY?

1. Know what academic dishonesty is and avoid any occurrence of it.
2. Prepare thoroughly for all assignments.
3. Prepare thoroughly for all tests.
4. Do not let other students copy from your work or tests.
5. Discourage dishonesty among other students.
6. Refuse to assist dishonest students who cheat, plagiarize, or are dishonest in other ways.

ACADEMIC DISHONESTY

WHAT IS ACADEMIC DISHONESTY?
Academic dishonesty is considered to be the representation of another’s work as one’s own, either directly or through complicity in falsification; cheating; plagiarism; facilitation of academic dishonesty; or infringement on the academic rights of others. Instructors show responsibility toward the prevention of academic dishonesty by explaining to students what constitutes academic dishonesty within the particular requirements of a course.

AREAS OF ACADEMIC DISHONESTY

1. Falsification is the intentional and unauthorized invention or fabrication of any information or citation in an academic exercise. An example of falsification
includes but is not limited to making misrepresentations about facts in a report for a class.

2. Cheating is intentionally using or attempting to use unauthorized materials, information, or study aids in an academic exercise. Examples of cheating include but are not limited to:
   a. Looking at notes during a test. Tests and examinations are considered original work unless working together is expressly permitted by the instructor.
   b. Copying homework assignments from another student or source when not permitted by the instructor or giving your homework to another student to copy.
   c. Submitting as your own work any academic exercise prepared by someone else.
   d. Submitting the same paper in two or more courses without the permission of the appropriate instructors.
   e. Having another student take your examination or do/prepare your assigned work.

3. Plagiarism is intentionally or unintentionally representing the words or ideas of another as one's own in any academic exercise. Examples of plagiarism include but are not limited to:
   a. Presenting assignments, such as course preparations, examinations, tests, projects, and term papers, which are not original work of the student. Original work of the student may include thoughts, ideas, and words of another author only if their source is acknowledged using normally accepted standards.
   b. Using information from printed/video/audio materials produced by others and presenting it as your own.
   c. Altering thoughts or writing of others to make them appear as one's own. Purchasing, rewriting, or stealing a paper and making it look as if it were your own.

4. Facilitating academic dishonesty is intentionally or knowingly helping or attempting to help another to commit an act of academic dishonesty. Examples of facilitating academic dishonesty include but are not limited to:
   a. Giving or selling a term paper or project to another student.
   b. Taking an exam or preparing work for another student.
   c. Offering money or a gift to a faculty member or anybody else in an attempt to gain an academic advantage.
ACADEMIC DISCIPLINARY COMMITTEE

This committee is appointed at the beginning of the academic year to hear student appeals. The committee is comprised of one faculty member from each School/College appointed by the Dean of that School/College and the student body President. The decision of this committee is final and should be immediately communicated to the Dean of the School/College whose decision was appealed.

PROCEDURES TO BE FOLLOWED IF A STUDENT IS ACCUSED OF ACADEMIC DISHONESTY

OFFENSE INVOLVING A STUDENT’S GRADE

In the case where the charge of academic dishonesty involves a grade for the student in a specific course or program the procedure to follow is:

1. If there is reason to suspect that a student has violated the Academic Conduct Code, the instructor must discuss, in private, the charges and evidence with the student.
2. If the instructor is satisfied that the charges are justified, a grade of "F" may be assigned to the work of the student, or if the instructor is convinced that the act of academic dishonesty is sufficiently serious, the student may be given the grade of "F" for the course. The instructor will notify the student of the decision. If the student does not appeal this decision, then no further action is necessary.
3. If the incident is not resolved, the student must appeal in writing to the Program Coordinator for consideration. If the incident is unresolved, the Program Coordinator will communicate the incident to the Dean of the School/College in which that course is offered, who will issue a decision within 7 days.
4. The student will have the right to appeal the decision of the Dean in writing (within 30 days of the Dean’s decision) to the Academic Disciplinary Committee and to have a hearing with the Dean present, via Skype, or anyone else the Committee Chairperson deems appropriate. All parties will be afforded the opportunity to present evidence and argument on all issues involved. The decision of the Academic Disciplinary Committee is final.

OFFENSE NOT INVOLVING A STUDENT’S GRADE IN A COURSE

1. When the academic dishonesty involves more than the grade in a course, the offense is reported to the Dean of the School/College. The Dean must discuss, in private, the charges and evidence with the student. In situations where more than one School/College in involved, the offense is reported to the Associate Provost.
2. If the Dean/Associate Provost is satisfied that the charges are justified, the appropriate administrator will notify the student of the decision and penalty within 15 days.

3. The student will have the right to appeal the decision of the Dean/Associate Provost in writing (within 30 days of the notification of the decision) to the Academic Disciplinary Committee and to have a hearing with the academic administrator present or anyone else the Committee Chairperson deems appropriate. All parties will be afforded the opportunity to present evidence and argument on all issues involved. The decision of the Academic Disciplinary Committee is final.

If, at any stage, the student is found innocent of the accusation, no further action will be taken, and there will be no evidence of the incident recorded in the student's record.

If the student is found to be guilty of academic dishonesty sufficient in magnitude to result in expulsion from the university, a record of the incident will be placed in the student's academic record in the Office of Registration and Records Management by the Dean. If the student is allowed to re-enroll in the university and completes his/her degree/certificates successfully without further violation of the Academic Code, the record of the incident will be removed from the student's file upon degree/certificate completion.

ATTENDANCE POLICY

Beginning July 1, 2011, any institution that requires the faculty to take attendance for any part of the semester, now is defined as an institution required to take attendance and the institution must return any unearned Title IV funds within 45 days of the student’s last actual date of attendance. In addition, we can no longer use an official withdrawal as the last date of attendance. The institution must document a student’s unofficial withdrawal (last date of attendance) and maintain that documentation.

Beginning July 1, 2011, attendance is course specific. In addition, the definition is somewhat different for regular courses which meet in a classroom and distance education courses. To be counted as in attendance for an on-line course, the student must actively respond to a current activity in the course. No longer will logging on or submitting a previously assigned paper or project be considered as attending the class. The U.S. Department of Education has decided that this does not in any way identify the individual as the person who will receive the credit for the course. These changes will impact cohort courses where the individual courses do not span the full semester. Previously, we treated these courses like all other courses. However, beginning July 1, 2011, any student who stops attending a compressed course is not registered for and attending some other course, and does not confirm that they plan on attending another
modular/compressed or regular course within 45 days, will be considered withdrawn. This change implies that institutions can no longer assume based on an earlier registration, that the student will attend a later compressed course if they stop attending a current course.

Prior to July 1, 2011, attendance for Distance Education Courses could be demonstrated simply by logging into the course or submitting an assignment electronically. However, as the next step implementing the requirement that the individual who registers for a Distance Education Course and gets the credit for the course must also do the work for the course (required by the reauthorization of the Higher Education Act), the U.S. Department of Education has changed the definition of attendance. To be counted as in attendance for an On-line Course, the student must actively respond to a current activity in the course. No longer will logging on or submitting a previously assigned paper or project be considered as attending the class. The U.S. Department of Education has decided that this does not in any way identify the individual as the person who will receive the credit for the course. See the specific requirement from the Federal Register quoted below.

“With respect to what constitutes attendance in a Distance Education context, the Department does not believe that documenting that a student has logged into an on-line class is sufficient by itself to demonstrate academic attendance by the student because a student logging in with no participation thereafter may indicate that the student is not even present at the computer past that point. Further, there is also a potential that someone other than the student may have logged into a class using the student’s information to create the appearance the student was on-line. Instead, an institution must demonstrate that a student participated in class or was otherwise engaged in an academically-related activity, such as by contributing to an on-line discussion or initiating contact with a faculty member to ask a course-related question. This position is consistent with the current guidance the Department has provided to individual institutions regarding the applicability of the regulations to on-line programs.” Source: U.S. Department of Education Regulations, October 29, 2010.

BEHAVIORAL VIOLATION AND ACADEMIC IMPACT

In the case of Code of Conduct behavioral violations leading to student expulsion, the student is to be given an Administrative Withdrawal for all courses in which final grade determinations cannot be made. In courses where final grade determination can be made, students will be awarded the grade as calculated by the corresponding professors.
ACADEMIC GRIEVANCES

It is assumed that most grievances will be resolved in conversation between student and professor. Grade appeals must be initiated NO LATER than 45 days after the course which the grade was received. Requests for an appeal filed after the 45 day deadline will be automatically rejected from consideration.

1. The student must discuss the grade with the course instructor and attempt to resolve any differences.
2. The student should present, in writing, a specific appeal to the chairperson/program coordinator of the academic department responsible for the course. In disciplines where there is no chairperson/program coordinator, the Dean will appoint an appropriate faculty member to serve in this capacity. This appeal should include the specific reasons why the grade should be reviewed. The chairperson/program coordinator or Dean’s designee will consult with the instructor of the course and any other appropriate parties and render a written decision within 10 days of receiving the appeal.
3. The student may appeal the decision of the chairperson/program coordinator or Dean’s designee to the appropriate Dean. Such an appeal must be filed in writing no more than 10 days after the departmental decision is rendered. The decision of the Dean is final and may not be appealed. In colleges/schools where there is no Dean, the Associate Provost will serve in the Dean’s absence.

Any and all academic grievances should be sent to Ms. Eileen Martinez-Colon, the University Ombudsperson. Her email is emartinez@stu.edu and her contact number is 305-628-6543.
STUDENT CODE

STUDENT CODE OF CONDUCT

STUDENT RIGHTS, RESPONSIBILITIES AND CONDUCT

I. DEFINITIONS

As used in this Student Code of Conduct, the following terms shall have the following meanings:

A. “University” means St. Thomas University, its faculty and staff.
B. “Student” means all persons whose primary relationship to the University is as a student, presently registered at the University either full-time or part-time, or continuing education, pursuing graduate or doctoral studies.
C. “Instructor” means any person hired by the University to conduct classroom activities.
D. “Custodian/University Official” means the administrative officer of the University with applicable supervisory authority.
E. “Shall” is used in the imperative sense.
F. “Must” is used in the required sense.
G. “May” is used in the permissive sense.
H. All other terms have their natural meaning unless the context dictates otherwise.

II. STUDENT RIGHTS

A. This Student Code of Conduct recognizes that students are members of an academic community, are entitled to the rights set forth herein, including, to the extent provided by applicable law, the right to be free from discrimination and harassment. For example, gender, religion, race, national origin, creed, physical limitation or sexual orientation. Please refer to the University’s Anti-Discrimination and Anti-Harassment policy.
B. The University reserves the right to change the provisions of the Student Code of Conduct as it deems necessary without advance notice. Every academic year, changes are made in policies, procedures and guidelines that may affect the information included in the Student Code of Conduct. It is wise to check with the appropriate office or University official to make sure you have accurate and current information. In addition, except to the extent expressly provided herein, the Student Code of Conduct is not intended to deal with financial obligations, mental health problems or residence assignments; the University retains its traditional powers in these and all other areas of student life.
III. ACCESS TO STUDENT RECORDS

In accordance with its obligation under federal law, the University shall provide students access to official University records directly related to themselves and an opportunity for a hearing to challenge such records, as set forth herein. In addition, the University shall obtain the written consent of the student before releasing personally identifiable data from University records to persons identified in this Code. The University shall notify the students of these rights in the University Catalog and Student Handbook.

A. University educational records are maintained by:
   1. The Office of Records,
   2. The Financial Aid Office,
   3. The Office of Student Accounts,

B. The student permanent record maintained by the University. Refer to Permanent Record under the Office of Records.

C. Student records not included in the permanent. Refer to the Other Student Records under the Office of Records section.

D. All students of the University have the following rights with regard to educational records maintained by the University.
   1. Every student has the right to review and make copies of documents in the educational records maintained by the University relating to him/her (except for the records described herein). These records generally include all records of a personally identifiable nature; however, they exclude the financial records of parents and confidential letters and statements of recommendation received prior to June 1, 1975.

E. Requests by students to inspect and review permanent records must be made in writing to the Office of Records for educational records. Copies of available permanent records may be made at the time the student reviews the files, at an appropriate charge. The University will comply with the request, no later than 30 days from the date the request is received by the University.

F. If a student or a parent of a dependent student (as defined in Section K, below) believes that any information in the student’s permanent records is inaccurate or misleading, he/she may request in writing, that the custodian of the permanent record amend, delete, or otherwise modify the objectionable material. If his/her request is denied, he/she may request that a hearing be held on his/her request. At the hearing, the student or parent has the right to place in the permanent record a statement or other explanatory document relating to the disputed information.

G. If a student or a parent of a dependent student believes that any of the student’s rights have been violated by the University, he/she should take such facts known to the Department of Student Services in writing. If the Department of Student
Services does not resolve the matter and the student still believes that his/her rights have been violated, he/she may so inform the U.S. Department of Education in writing. (Refer to the Grievance Policy in Part Two.)

H. Except as specified in this Section and in Section I below, the University shall not voluntarily release to persons or organizations outside the University any information maintained in educational records, without prior consent or waiver by the student about whom the information is sought. The University does have the right to release the following information without prior consent by the student: 1. name; 2. major field of study; 3. dates of attendance; 4. degrees and awards received. If a student does not desire any of this information made public, either in a directory of students, or in any other manner, the student must inform the Office of Records no later than the end of the second week of classes of the semester/term in which he/she desires that the restriction take effect. Thereafter, the student’s desire to continue the restriction will be presumed unless he/she revokes it in writing.

I. In addition to the situations described in Section H, above, release of information from permanent student record to outside parties does not require the student’s consent in the following situations:

1. compilations of general enrollment data for reports required by the U.S. Government and the State of Florida;
2. participation in information-sharing with educational service associations such as the College Scholarship Service, the American Council on Education, and the Association of Catholic Colleges and Universities;
3. a personal emergency which is judged by the University to threaten the health or safety of the student;
4. compliance with judicial orders and subpoenas, and cooperation with police and prosecutors to the extent determined by the University;

J. Any release of information, which identifies an individual student and requires the student’s consent will be logged in his/her permanent record.

ANTI-DISCRIMINATION/ANTI-HARASSMENT POLICY

I. Commitment to Fostering Mutual Respect

St. Thomas University (“the University”) aims to create a learning environment of mutual respect and cooperation wherein all members of the university community (students, faculty, and employees) can function, work, and learn at the full measure of their human potential. When any member of our educational community is threatened by discriminatory, harassing, sexually harassing, or retaliatory acts, our fundamental freedoms are threatened. Toward this end, the University, while recognizing the individual right to free speech and the exercise of academic freedom, has implemented
a policy aimed at eradicating actions toward individuals on the basis of their personal attributes or group affiliation.

The University will not condone nor tolerate any action and/or behavior that a reasonable person would consider demeaning to another’s God-given dignity and growth as an individual. All members of the university community are expected to conduct themselves appropriately as defined by this institution and the published precepts of the Catholic Church.

This policy, which supersedes all previous anti-discrimination and anti-harassment policies, applies to all students, faculty, and employees with respect to activities occurring in the online course.

Failure to comply with this policy will subject that student, faculty member, and/or employee to discipline, up to and including expulsion and/or termination.

II. Anti-Discrimination

Discrimination on the basis of race, color, religion, national origin/ancestry, sex, sexual orientation, disability (including anyone having a positive HIV/AIDS status or perceived as having such), age, pregnancy (including pregnancy related medical conditions), marital or familial status, or any other category that is or may become protected by law is strictly prohibited. Anyone who is found, after appropriate investigation, to have engaged in discrimination toward another individual will be subject to appropriate disciplinary action, up to and including expulsion and/or termination.

No one in this university is expected to tolerate discriminatory conduct. Should you encounter any such prohibited conduct or should you have knowledge of such prohibited conduct happening to another individual, you must report such prohibited conduct in accordance with the reporting procedures so that the University may take appropriate corrective action. See St. Thomas University’s Procedures for Reporting and Handling Student Complaints of Discrimination, Harassment, and Retaliation.

III. Anti-Harassment

Harassment on the basis of race, color, religion, national origin/ancestry, sex, sexual orientation, disability (including anyone having a positive HIV/AIDS status or perceived as having such), age, pregnancy (including pregnancy related medical conditions), marital or familial status, or any other category that is or may become protected by law is strictly prohibited. Anyone who is found, after appropriate investigation, to have engaged in prohibited harassment of another employee will be subject to appropriate disciplinary action, up to and including expulsion and/or termination. Students, faculty,
and employees must avoid any actions or words, including but not limited to jokes, cartoons, and anecdotes, which would constitute prohibited harassment.

No one in this university is expected to tolerate harassing conduct. Should you encounter any such prohibited conduct or should you have knowledge of such prohibited conduct happening to another individual, you must report such prohibited conduct in accordance with the reporting procedures so that the University may take appropriate corrective action. See St. Thomas University’s Procedures for Reporting and Handling Student Complaints of Discrimination, Harassment, and Retaliation.

IV. Retaliation

The University will not tolerate retaliation against an individual who reports a violation or perceived violation of these policies on discrimination and harassment or who is involved in the investigation of any violation of these policies. The complainant and the individual participating in any investigation are assured of absolute protection from any retaliation.

Anyone who engages in retaliation against an individual who has in good faith reported a violation of the laws and/or the University’s policies, whether or not one agrees with the facts reported, or who has engaged in retaliation against an individual participating in any investigation, is subject to discipline, up to and including expulsion and/or termination.

No one in the university is expected to tolerate harassing conduct of any sort. Should you encounter any such prohibited conduct or should you have knowledge of such prohibited conduct happening to another individual, you must report such prohibited conduct in accordance with the reporting procedures so that the University may take appropriate corrective action. See St. Thomas University’s Procedures for Reporting and Handling Student Complaints of Discrimination, Harassment, and Retaliation.

STUDENT GRIEVANCE POLICY

Students at St. Thomas University have the right to pursue resolution of their grievances against any member or office of the St. Thomas University community when they feel unjustly or improperly treated. This complaint and grievance process is for areas other than course grade appeals. The Grievance Policy and the accompanying procedures are separate from, and do not supplement or replace the:

- Student disciplinary or judicial procedures in the Student Code of Conduct;
- Academic Code of Conduct in the Student Handbook;
- Graduate Academic Dishonesty Procedures;
• The Code of Academic Integrity and/or the jurisdiction of the Academic Standing Committee within the Law School;
• Anti-Discrimination and Anti-Harassment Policy as set forth in the University Student Handbook and School of Law Student Handbook.

Grievance Procedures

1. Informal Grievance: The Grievant shall attempt to informally resolve the matter with the person(s) directly involved. Every attempt will be made to resolve the matter at the lowest possible administrative level. The Grievant should attempt to settle the matter informally through good faith discussion, dialogue and/or mediation.

2. Formal Grievance: If the parties fail to settle their dispute through the informal process a formal grievance should be filed with the Office of Student Affairs or to Academic Affairs if the dispute is of an academic nature.

The respective office should make a final attempt to resolve the Grievant’s concern informally through mediation, dialogue and discussion between the concerned parties. The Director, Dean, or Assistant Vice President, Vice President/Associate Provost or Provost must conduct an investigation which may consist of interviewing witnesses, and/or requiring documentation relating to the issue, and attempt to resolve the grievance.

If this process fails, the student should submit their complaint in writing to the Office of Student Affairs or the Office of Academic Affairs. The written complaint should incorporate as much detail as possible. The complaint must be signed and dated by both the respective office and the aggrieved party.

The formal grievance procedure will proceed as follows:

A. The Dean, Director or Assistant Vice President/Associate Provost, Vice President or Provost must conduct an investigation which may consist of interviewing witnesses, and/or requiring documentation relating to the issue, and attempt to resolve the grievance;
B. Witnesses may be called, if appropriate, to corroborate documentary evidence. If the person summoned is an employee, he/she must testify;
C. The Dean, Director or Assistant Vice President/Associate Provost, Vice President or Provost should communicate the decision and any recommended action in writing to all individuals involved within ten working days following the review.
The complaint should contain the following:

A. The name of the party (faculty/staff member, department, etc.) with whom the student has a grievance;
B. A detailed narrative describing the circumstances and if applicable a list of corroborating witnesses;
C. Any relevant or supporting documentation; and
D. The proposed remedy or action requested.

Once a complaint is submitted to the appropriate office, additional copies should be forwarded to the following:

A. Department Chair, Corresponding Vice-President, Provost or Director;
B. The respondent;
C. The student file.

Departmental Filing Instructions for Formal Grievances

A. Student Services
   A copy of the complaint or grievance should be filed, in writing, with the Dean or Director of the specific department where the dispute or problem originated as follows:
   a. Commencement Services, Dean of Students Office. If you are not satisfied with the resolution at the Director’s level, an appeal, in writing, should be sent to the Vice President for Planning and Enrollment.

B. Enrollment Management
   A copy of the complaint or grievance should be filed, in writing, with the Executive Director of Enrollment Management:
   a. Admissions (Graduate and Undergraduate) and Financial Aid. If you are not satisfied with the resolution at the Dean’s level, an appeal, in writing, should be sent to the Vice President for Planning and Enrollment.

C. Administrative Affairs
   A copy of the complaint or grievance with an Administrative Affairs department should be filed, in writing, with the Director of the specific office where the dispute or problem originated as follows:
   a. Business Office and Financial Affairs. If you are not satisfied with the resolution at the Director’s level, an appeal, in writing, should be filed with the Vice President for Administrative Affairs.
D. Academic Affairs

A copy of the complaint or grievance with an Academic Affairs department should be filed, in writing, with the Dean or Assistant/Associate Provost of the specific office where the dispute or problem originated as follows:

a. School of Leadership Studies, Registrar, Academic Enhancement, Disability Services, University Library, and Dual Enrollment. If you are not satisfied with the resolution at the Dean’s level, an appeal, in writing, should be sent to the Office of the Provost.

Grievance Appeals

The Dean, Department Chair or Director shall respond in writing to the student within ten (10) University business days from the receipt of the written complaint. If the Dean, Chair/Program Coordinator or Director does not respond within the given time frame or fails to adequately resolve the complaint, the student may appeal in writing to the appropriate Vice President/Associate Provost or the Provost of the University/Chief Academic Officer. Should the complaint be against a Vice President/Associate Provost or the Provost, the President of the University shall designate an alternate Vice President/Associate Provost to handle the complaint. The Vice President/Associate Provost or Provost of the University/Chief Academic Officer or their designee shall respond in writing to the student within ten (10) University business days. All decisions of the Vice Presidents/Associate Provost and Provost of the University/Chief Academic Officer shall be final and non-appealable.