

2019 - 2020

**CSU Vietnam Campus
Student Guide**



**COLUMBIA
SOUTHERN
UNIVERSITY**

CSU Vietnam Campus Student Guide | Effective July 1, 2019 through July 31, 2020

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

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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 and without prior notification, in our course offerings, curricula, academic policies, and other rules and regulations affecting students.

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I. INTRODUCTION

The Student's Ultimate Resource

The Columbia Southern University (CSU) Vietnam Student Guide serves as the student's personal guide for navigating institutional documents, campus information, and the responsibilities, expectations, and rights of Vietnam students. CSU recognizes 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 following institutional documents are the student's resources for policies, procedures, and academic and administrative information.

- [CSU University Catalog](#)
- [CSU Student Handbook](#)
- [CSU Office of Disability Services Handbook](#)
- [Dissertation Handbook](#)
- [Institutional Review Board](#)
- [CSU Vietnam Campus Website](#)
- [CSU Website](#)
- [myCSU Student Portal](#)

Scope of the CSU Vietnam Campus Student Guide

The policies and procedures contained in the CSU Vietnam Campus Student Guide (Guide) are specific to students attending the Vietnam campus, including staff, faculty, and administration.

The Guide is supplemental to all other university policies, procedures, and institutional documents. Students are encouraged to speak with the Vietnam Campus Manager should questions arise.

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

II. 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
Phone: 800.977.8449
Fax: 251.981.3815

CENTER FOR INTERNATIONAL TRAINING COOPERATION (CITC)

CITC is CSU's Representative in Vietnam

Hanoi Campus:

8th floor, Block C, 3 Chua Lang Street
Dong Da District, Hanoi, Vietnam
Phone: (84-24) 3775-7227
Fax: (84-24) 3775-7239

Ho Chi Minh City Campus:

7 Nguyen Binh Khiem Street, Ben Nghe Ward
District 1, Ho Chi Minh City, Vietnam
Phone: (84-28) 3910-6350
Fax: (84-28) 3910-6351

BUSINESS HOURS (CT)

CSU Main Office Hours (CS)

Monday—Thursday: 8 AM to 5 PM
Friday: 8 AM to 3 PM

CITC Main Office Hours (ICT)

Monday—Friday: 8 AM to 5 PM
Saturday: 8 AM to 12 PM

Technical Support (CS)

Monday—Friday: 8 AM – 8 PM
Saturday: 10 AM – 7 PM
Sunday: Closed

CSU Online Library (CS)

Monday—Thursday: 8 AM to 5 PM
Friday: 8 AM to 3 PM

Live Chat Services

24 Hours Per Day/7 Days Per Week

CONTACT INFORMATION

Assistant Provost for Special Programs

Joe.Manione@columbiasouthern.edu

CSU Vietnam Campus Manager

Quang.TranTrong@columbiasouthern.edu

International Project Manager

Jetta.Williams@columbiasouthern.edu

SUPPORT SERVICES

CSU Library

library@columbiasouthern.edu

Phone: 877.268.8046

Main Office Hours

CSU Library Live Chat Services

<http://www.columbiasouthern.edu/Library>

24 Hours Per Day/7 Days Per Week

Office of Disability Services

disabilityservices@columbiasouthern.edu

Phone: 888.785.3005

Main Office Hours

Success Center – Writing and Math Center

teamsucceed@columbiasouthern.edu

Phone: 877.875.0533

Main Office Hours[Math Center Request Form](#)[Writing Center Request Form](#)**Technical Support**techsupport@columbiasouthern.edu

Phone: 877.399.1063

2019 – 2020 OBSERVED CSU HOLIDAYS

University offices are closed annually in observance of the following holidays:

Holiday	Date(s)
Independence Day	July 4, 2019
Labor Day	September 2, 2019
Veterans Day	November 11, 2019
Thanksgiving	November 27-29, 2019
Christmas	December 24-26, 2019
New Year's Day	January 1, 2020
Martin Luther King Jr. Day	January 20, 2020
Fat Tuesday (Mardi Gras)	February 25, 2020
Good Friday	April 10, 2020
Memorial Day	May 25, 2020
Independence Day	July 4, 2020

2019 – 2020 CSU VIETNAM CAMPUS HOLIDAYS

University Vietnam offices are closed annually in observance of the following holidays:

Holiday	Date(s)
Vietnam National Day	September 2, 2019
New Year's Day	January 1, 2020
TET (Lunar New Year)	January 18–30, 2020
King HUNG's Commemoration	April 2, 2020
Reunification Day	April 30, 2020
International Worker's Day	May 1, 2020

Communication Guidelines

CSU's Communication Guidelines are located in the [Student Handbook](#). The following items are supplemental to the guidelines to best support Vietnam campus students.

» **CSU Vietnam Website**

The CSU Vietnam Website offers information

specific to students enrolled at the Vietnam campus such as tuition, financing, and other resources.

» **CSU Student Handbook**

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

The handbook serves as the student's personal guide, 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.

» **CSU Vietnam Campus Student Guide and CSU Catalog**

The CSU Vietnam Campus Student Guide and CSU Catalog are two important documents that should be utilized by students on a daily basis. Both of these documents are highly referenced throughout correspondence with CSU staff and faculty, as they are guides when needing information related to the student experience. The CSU Vietnam Campus Student Guide outlines policies, guidelines, resources, and contact information; whereas the CSU Catalog outlines program requirements, course descriptions, and much more. The CSU Vietnam Campus Student Guide and CSU Catalog may be found on the CSU Vietnam website or myCSU Student Portal.

» **Face-to-Face Communication**

The primary mode of communication for students enrolled at the CSU Vietnam campus is face-to-face communication. Students should communicate with CITC Student Services staff or the CSU Vietnam Campus Manager with any questions or concerns that may arise.

III. TUITION AND FEES

The following tuition rates and fees apply to Vietnam students. Students are encouraged to speak with the Vietnam Campus Manager should questions arise.

Tuition Rates

Education Level	Cost Per Credit Hour
Online BBA Program	\$149.00
MBA Program	\$192.00
DBA Program	\$307.00

Rates are per credit hour. Most courses are 3 credit hours.

The above rates are applied until March 31, 2020. Students enrolled at a CSU degree program on or before this date will be kept on the same tuition rate. As of April 1, 2020, new students must pay the tuition rates that are in effect at the time that they enroll.

Tuition and fees are payable in U.S. funds. Tuition Rates are subject to change. For the most current tuition information, please visit <https://columbiasouthern.edu.vn/en/tuition-financing/>.

Students will be responsible for all textbook fees, to include shipping fees. Note: There are no textbook fees for students enrolled in the DBA program. However, DBA students will be responsible for all textbook shipping fees.

CSU Learning Partners receive a tuition discount that is applied to the full tuition rate.

Student Fees

Fees are charged when services are rendered.

Student Fees	Amount
Application - Vietnam	\$0
Petition to Graduate	\$100

DBA Program Fees	Amount
DBA Dissertation, Theoretical-Based*	\$1200
DBA Dissertation, Project-Based*	\$1200
DBA Online Library Fee (One-Time Fee)	\$50
DBA Term Late Enrollment	\$50

*Dissertation Fees are to be paid in increments of \$300 upon

enrollment into Dissertation Research courses

Training Support Fees

Training support fees are charged for each course in each online and hybrid program. The fees vary by program and can be viewed on the Vietnam website here:

<https://columbiasouthern.edu.vn/en/tuition-financing/>.

The student will be informed of the amount of the support fees prior to enrolling in a program. This fee will not increase as long as the student stays active in the enrolled program. Students who go inactive or withdraw from their program and then return, will be charged the fee in effective at the time of the resumption of their studies.

Additional Fees

Fee	Amount
Bachelor to Associate Degree Request	\$100
Change of Concentration	\$25
Change of Program	\$35
CSU Official Transcript	\$15
Degree to Certificate Request	\$50
In-Program Re-Evaluation	\$25
Priority Evaluation	\$25
Registration Fee (One-Time Fee)**	20%
Replacement Diploma/Certificate	\$25
Subsequent Evaluations	\$35
U.S. Commencement Ceremony Includes four (4) guests	\$145
Additional Guests	\$25/person

**All students who drop/withdraw from a course after the drop date (7 calendar days) will be charged a one-time Registration fee (maximum of \$200 per degree program).

Proctoring Fees

Additional fees may apply for students utilizing the standard proctoring option. The standard proctoring option is not available for students enrolled in the Vietnam Term option.

Rush/Ancillary Fees

Additional fees apply for rush services and are sometimes subject to carrier rates.

Incomplete Course Fees

LifePace Learning and Vietnam Term:

LifePace Learning and Vietnam Term	Amount
15 day	\$25
30 day	\$50
60 day	\$100
Term	
30 day	\$50
60 day	\$100

Note: Only students enrolled in the DBA program are eligible for this Term incomplete option.

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

Payment Options

FULL PAYMENT

This plan allows students to pay 100% of their tuition upon submission of an enrollment.

INSTALLMENT PLAN

This plan allows students to pay tuition in two installments. The first installment (50% of the total tuition) will be due upon submission of an enrollment. The second installment (remaining 50% of the total tuition) will be paid seven months after the first installment. Examinations will not be graded if the student’s account is past due.

Note: For alternate payment options, please contact CSU’s Vietnam Campus Manager.

Tuition Refund Policy

VIETNAM TERM, LIFEPACE LEARNING, AND TERM

Students who wish to drop/withdraw (See [Official Course Drop/Withdrawal Policy](#)) from a course or withdraw from their program are encouraged to complete [the Official Course Drop/Withdrawal Form](#) provided by CSU Vietnam office; however, students may withdraw in any manner by contacting the Office of the Registrar. Any refunds due will be issued within 30 calendar days from the date the course/drop withdrawal request is submitted to CSU Vietnam office. All students who drop/withdraw from a course after the drop date (7 calendar days) will be charged a one-time 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.

VIETNAM TERM

Table 1 displays the percentage of tuition returned to the student minus the application and/or registration fee AFTER the listed timeframes.

Table 1 – Percent Return

*Percent return is effective after the timeframe.

Timeframe*	Percentage returned to student
1st week	80%
2nd week	70%
3rd week	60%
4th week	50%
5th week	40%
6th week	30%
7th week	20%
8th week	10%
9th week	0%

Sample Refund Calculation: The following tables pertain to the sample refund calculation. Table 2 denotes the institutional charges. Table 3 is a sample refund calculation.

Note: There may be additional Vietnam Supporting Fee and Textbook charges not included in the sample refund calculations below. Please consult the CSU Vietnam Campus Manager for more information.

Table 2 – Institutional Charges

CSU Institutional Charge	Amount
Tuition (3-credit graduate course)	\$576
One-time Registration Fee – 20%	\$115.20

Table 3 – Sample Refund Calculation

*Student requests to drop course AFTER the first week, i.e. in Week 2, (and after the 7-day cancellation period from the time of enrollment):

CSU Institutional Charge	Eligible Refund
Tuition (3-credit graduate course)	\$576
One-time Registration Fee	(\$115.20)
Net Remaining Tuition	\$460.80
Refund Percentage	80%
Eligible Refund	\$460.80 x 80% = \$368.64

LIFEPACE LEARNING

Table 4 displays the percentage of tuition returned to the student minus the application and/or registration fee AFTER the listed timeframes.

Table 4 – Percent Return

*Percent return is effective after the timeframe.

Timeframe*	Percentage returned to student
1st week	80%
2nd week	60%
3rd week	40%
4th week	20%
5th week	0%

Sample Refund Calculation: The following tables pertain to the sample refund calculation. Table 4 denotes the institutional charges. Table 5 is a sample refund calculation.

Note: There may be additional Vietnam Supporting Fee and Textbook charges not included in the sample refund calculations below. Please consult the CSU Vietnam Campus Manager for more information.

Table 5 – Institutional Charges

CSU Institutional Charge	Amount
Tuition (3-credit undergraduate course)	\$447
One-time Registration Fee – 20%	\$89.40

Table 6 – Sample Refund Calculation

*Student requests to drop course AFTER the second week, i.e. in Week 3, (and after the 7-day cancellation period from the time of enrollment):

CSU Institutional Charge	Eligible Refund
Tuition (3-credit undergraduate course)	\$447
One-time Registration Fee	(\$89.40)
Net Remaining Tuition	\$357.60
Refund Percentage	60%
Eligible Refund	$\$357.60 \times 60\% = \214.56

TERM

Table 7 displays the percentage of tuition returned to the student minus the application and/or registration fee AFTER the listed timeframes.

Table 7 – Percent Return

*Percent return is effective after the timeframe.

Timeframe*	Percentage returned to student
1st week	80%
2nd week	60%
3rd week	40%
4th week	20%

Timeframe*	Percentage returned to student
5th week	0%

Sample Refund Calculation: The following tables pertain to the sample refund calculation. Table 7 denotes the institutional charges. Table 8 is a sample refund calculation.

Note: There may be additional Vietnam Supporting Fee and Textbook charges not included in the sample refund calculations below. Please consult the CSU Vietnam Campus Manager for more information.

Table 8 – Institutional Charges

CSU Institutional Charge	Amount
Tuition (3-credit doctoral course)	\$921
One-time Registration Fee – 20%	\$184.20

Table 9 – Sample Refund Calculation

*Student requests to drop course AFTER the second week, i.e. in Week 3, (and after the 7-day cancellation period from the time of enrollment):

CSU Institutional Charge	Eligible Refund
Tuition (3-credit doctoral course)	\$921
One-time Registration Fee	(\$184.20)
Net Remaining Tuition	\$736.80
Refund Percentage	60%
Eligible Refund	$\$736.80 \times 60\% = \442.08

IV. ONLINE LEARNING OPTIONS

An application for admission is required for all students; in addition, all applicable admission requirements apply.

Vietnam Term

The Vietnam Term learning option is available only to residents in Vietnam. This option consists of three or four starts per academic year with each term being 12 weeks in length and a break provided for Tet (Vietnamese New Year) each year. The academic year for the Vietnam learning option begins in January and ends in December.

Students enroll through the CSU Vietnam offices located in Hanoi and Ho Chi Minh City, Vietnam. Two courses per term are offered in both locations. Courses offered in this learning option are in a hybrid format utilizing asynchronous delivery through the Blackboard Learning Management System, lectures by course faculty using a digital platform, tutor-led sessions held two days per week at each location, three one-hour YouTube Video Faculty Lectures, and face-to-face review of course materials by CSU faculty who travel to Hanoi and Ho Chi Minh City during the last weeks of class each term to review for, and administer, the final exam. Course assignments and assessments in this hybrid format align with courses offered in the other learning options.

The Vietnam Term learning option is only for courses offered in each city that have 10 or more students enrolled. Vietnam students in courses with fewer than 10 students are enrolled in the CSU Term or LifePace Learning options.

LifePace Learning

The flexibility of the LifePace Learning option is what makes CSU unique. Students can progress through a course in as early as four weeks or extend the course as long as 18 weeks. With LifePace Learning, students will have the flexibility to cover course material as rapidly as concepts are mastered or take that extra time needed to fully absorb and understand the assignments. LifePace Learning is simply education at the pace of your life.

Additional time beyond the normal course length of 10 weeks will require submission of a form and payment of the appropriate fee. For more information and a listing of fees, refer to the [Incomplete Course Policy](#) in the Student Handbook.

Note: LifePace Learning is available for all degree programs, excluding the Doctor of Business Administration (DBA) program. The DBA program is only available through the Term learning option.

Term

The CSU Term Learning (Term) option is an asynchronous online learning delivery option allowing students to choose the best time to study. The Term provides a more structured framework that facilitates on-time course completion while allowing students the flexibility throughout the week for assignment completion. There are no required login times and the start date coincides with CSU's Academic Calendar. A term begins almost every month of the year allowing students to begin or continue a program of study at a convenient time, and gives students the typical, structured schedule found with most college classes.

Weekly substantive interaction among students and the course faculty is provided through submission of discussion board postings and assignment feedback. The Term option is only available to students enrolled in the Doctor of Business Administration (DBA) program.

V. ACADEMIC POLICIES

The following policies contain non-substantive modifications to better serve the CSU Vietnam community. This section contains a complete list of policies and their respective locations. Students are encouraged to speak with the Vietnam Campus Manager should questions arise.

Academic Course Load Policy

Columbia Southern University (CSU) expects students to progress through their program of study at a pace in which students can be successful. CSU encourages continuous, full-time enrollment to ensure timely graduation.

Some students may wish to progress through their program of study at a faster pace. These students are encouraged to work closely with the CITC Student Services staff and/or the CSU Vietnam Campus Manager when accelerating course completion beyond the normal course load described below, to develop a plan that will lead to success.

LIFEPACE LEARNING COURSE LOAD POLICY

Normal course load in the LifePace Learning option is 3 semester hours (1 course) in a given 10-week period. This online learning option allows students to complete their course(s) as quickly as 4 weeks or extend beyond the normal 10 weeks for an additional fee, not to exceed 18 weeks. Students may enroll in 6 semester hours (2 courses) concurrently with approval from the CSU International Project Manager. The CSU International Project Manager will review and approve course load upon submission of the enrollment request, and students requesting to exceed normal course load must meet the following requirements:

- » Have completed at least 12 semester hours (undergraduate), or 6 semester hours (graduate), at CSU in current degree program
- » Have a minimum established GPA of 3.0
- » Maintain 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 approval. The maximum course load allowed is 9 concurrent semester hours.

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

VIETNAM TERM COURSE LOAD POLICY

Normal course load is 6 semester hours (2 courses) in a given 12-week period. This learning option allows students to complete their course(s) as quickly as 12 weeks or extend beyond the normal 12 weeks for an additional fee, not to exceed 20 weeks. Students may enroll in 9 semester hours (3 courses) concurrently with approval from the CSU International Project Manager. The CSU International Project Manager will review and approve course load upon submission of the enrollment request, and students requesting to exceed normal course load must meet the following requirements:

- » Have completed at least 12 semester hours (undergraduate), or 6 semester hours (graduate), at CSU in current degree program
- » Have a minimum established GPA of 3.5
- » Maintain 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 approval.

**A full-time load in a twelve week period is nine semester hours for undergraduate and six semester hours for graduate.*

Note: Students enrolled in the DBA program should refer to the [DBA Academic Course Load Policy](#).

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 faculty 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 faculty prior to the course end date. Requests will be reviewed by the course faculty who will render a decision based upon the merits of the case.

Final Examination Proctor Policy

Columbia Southern University (CSU) degree programs contain a variety of assignment types and methodologies. Comprehensive questions or exercises 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 a credentialed organization, center, or individual who verifies student identity and supervises examination integrity.

The following are important facts concerning proctored final examinations:

- » All final examinations for students enrolled in the Vietnam Term option will be administered within the last two weeks of the course. Final examinations will be proctored by the course faculty while they teach onsite in Vietnam.
- » Students enrolled in LifePace Learning or Term have two proctoring options. Students can choose to sit for the exam at CSU's Vietnam locations, which will be proctored by the CSU Vietnam Campus Manager or CITC academic staff when necessary. Students also have the option to take the exam at a remote location, other than CSU's Vietnam locations, which will require students to follow the standard proctoring procedures outlined within this policy.
- » Final Examinations must be submitted for grading by 11:59pm, Central Time (CT), on the course end date.
- » Valid, government-issued photo identification, such as a driver's license, is required for identity verification prior to examination administration to receive credit for the examination.
- » Students are allotted four (4) hours for examination completion, which begins at the time the exam is initially opened. 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.
- » Permitted examination materials are provided within the course and examination instructions. Other materials and/or software may be utilized, with the approval of the course faculty or Office of Disability Services.
- » eTextbooks and PDF textbooks should be accessed on the computer in which the examination is being taken.
- » Access to MS Office Suite software or equivalent. All documents should be started on a new page, without any previous formatting.
- » Fees incurred by use of the standard proctoring option 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 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 and could result in proctor revocation and/or other sanctions identified in the Academic Integrity Policy. Please note additional fees may apply for students utilizing the standard proctoring option.

The following are examples of qualified and unqualified standard 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 Civil Service equivalent
- » Police or fire service sergeant or higher
- » 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
- » CITC Staff Member

Unqualified Proctor

- » Any individual that poses a conflict of interest
- » Co-worker
- » Tutor
- » Friend
- » Neighbor
- » Relative
- » CSU Student
- » Individuals paid for a personal service (doctor, attorney, consultant, etc.)
- » Individuals deemed unqualified by university personnel

Proctors are required to complete the following:

- » Present valid credentials for proctor certification and provide a valid e-mail address 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, which begins at the time the exam is initially opened.
- » Ensure only permitted examination materials are present in the testing area during the examination. The list of permitted materials are available in the final examination instructions.
- » Confirm the student begins all documents with a new page within MS Office Suite software or equivalent.
- » Ensure any copies of the final examination are retrieved from the student and disposed of upon exam completion.
- » Notify Academic Advising and Student Support Center at students@columbiasouthern.edu should any exam violation(s) occur, as noted in the Exam Violations section of this policy. A detailed description of the violation(s) should be provided along with current proctor contact information.

Standard Proctoring/Testing Procedures:

- » From the [myCSU Student Portal](#), the student will 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; therefore, students will need to resend the invitation once it has expired.
- » Academic Advising and Student Support Center notifies both the student and proctor of approval/denial, via email within 2-3 business days.
- » Upon approval, the student will submit the “[Final Examination Request](#)” located in myCSU Student Portal.
- » Academic Advising and Student Support Center 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 disposed of upon completion of the examination.

EXAM VIOLATIONS

Students will be notified of any exam violations that occur and are provided the opportunity to appeal any findings by following the student appeals process outlined in the [Student Appeals Policy](#).

The following final examination violations are subject to sanctions pursuant to the [Academic Integrity](#) and [Code of Conduct](#) Policies:

- » Failure to present a valid, government-issued photo identification card.
- » Having access to the final examination password.
- » Use of unapproved materials or software/technology.
- » Use of the Internet to access any site other than the Blackboard Learning Management System, or links provided in an integrated learning resource course.
- » Speaking with another individual or receiving unauthorized assistance regarding the final examination.
- » Use of a mobile device (Kindle, iPad, cellphone, etc.) or other technology during examination administration. Students encountering technical difficulty may access a phone to call technical support.
- » Materials exiting or re-entering the testing area.
- » Exceeding the four (4) hour testing time limit.
- » Actions deemed disorderly, lewd, lascivious, indecent or otherwise inappropriate in nature.
- » Any other violation that is outlined within the [Academic Integrity Policy](#) and the [Student Code of Conduct Policy](#).

Should any circumstances develop for students taking the final examination at a remote location, including natural disasters, emergencies, power or internet outages, etc., the student and/or proctor should contact the Academic Advising and Student Support Center immediately at 877-323-4471 or students@columbiasouthern.edu. In the event of technical difficulty during an examination, the student and/or proctor should contact Technical Support at 877-399-1063 or techsupport@columbiasouthern.edu.

Grading Policies

Columbia Southern University (CSU) students can view course grades at any time through Blackboard or by visiting the [myCSU Student Portal](#). The myCSU Student Portal provides students the option to print course grade reports and review all assignment grades for courses completed at CSU.

Course specific grading information is available within each Course Syllabus, to include assignment weights.

GRADING SYSTEM

The following scale is used to determine final course grades and are recorded on the CSU transcript unless noted:

<i>Grading</i>		<i>Points per credit hour</i>
A	90-100	4.00 Quality Points
B	80-89	3.00 Quality Points
C	70-79	2.00 Quality Points
D	60-69	1.00 Quality Points
F	59-0	0.00 Quality Points
W	Withdrawn	0.00 Quality Points
I	Incomplete	0.00 Quality Points
IP	In Progress	0.00 Quality Points
R	Retake	0.00 Quality Points
DP	Dropped from Course	0.00 Quality Points
DC*	Institutional Drop	0.00 Quality Points

**Not recorded on the CSU transcript.*

Final course grades of W, I, IP, R, DP, and DC do not generate quality points and are not normally included in the cumulative grade point average (GPA). An IP grade is assigned when a student is in the process of completing a course and does not indicate that the student has been granted additional time to complete course assignments.

GRADE POINT AVERAGE

The grade point average (GPA) is computed by dividing the total number of quality points by the total number of hours completed.

GRADING RUBRIC

Columbia Southern University has established functional scoring rubrics for all assignment types (e.g., research paper, case study, article critique). The rubrics are located in Blackboard units with the assignments and are available for student review. Faculty apply the rubrics to evaluate the assignments and enter the scores and feedback directly into the rubric located with the assignment. There are also non-functional scoring rubrics for written response assessment items and discussion forums. The written response rubric is found in the unit assessment directions, and the discussion forum rubric is found in the Unit I Discussion Board. Faculty apply these rubrics in scoring the items and provide summative feedback in the “Feedback to Learner”, which is found in the gradebook.

GRADING TIMEFRAMES

CSU requires all assignments to be graded in a timely manner. All assignments are required to be graded within 7 business days of submission. Please note: There may be times in which a grading delay could occur due to extenuating circumstances. These delays will be communicated appropriately.

LATE ASSIGNMENT SUBMISSIONS

The following list defines information regarding late assignment submissions for students enrolled in the Vietnam Term learning option:

- » Any assignments not submitted by the timeframes outlined within the course schedule will result in the following point deductions:
 - 7 days past due – 5 points
 - 8-14 days past due - 10 points
 - 15 days or more past due - 15 points

FINAL COURSE GRADE APPEALS

Students have the option to appeal a final course grade should the student have reason to believe an error has been made in determining their grade. A final course grade may be appealed once the course end date has lapsed and the final course grade has posted. Individual assignment grade challenges should be addressed to the course faculty prior to the course end date and are considered informal.

A student may file a formal final course grade appeal if the following conditions are met:

- » The student has attempted to resolve the issue informally with the course faculty.
- » The grading issues at stake impact the final course

grade.

- » The student believes that his or her final course grade was assigned contrary to procedures as specified in the course syllabus or was based on bias or caprice.
- » All course assignments were submitted.
- » The final course grade appeal is filed no later than 10 calendar days from the date the final course grade posted.

Students meeting the above criteria, wishing to appeal a final course grade, are required to complete the Final Grade Appeal Form provided by CITC. Along with this form, students should provide all email correspondence with the faculty member showing an attempt to informally resolve the issue and justification supporting the reason for the appeal. The Final Course Grade Appeal Form, email correspondence, and justification should be submitted to the CSU Vietnam Campus Manager to begin the Level I Appeal pursuant to the [Student Appeals Policy](#).

Incomplete Course Policy

Students requesting additional time to successfully complete coursework, in excess of the prescribed enrollment period, may apply for an Incomplete. Requests for an Incomplete should be the exception during a student’s tenure; academic progress throughout the course is expected as it promotes student success.

The following are general facts concerning an Incomplete:

- » An [Incomplete Course Request](#) form should not be submitted for a course in which assignments need to be re-submitted or if all assignments have been submitted and/or graded. Refer to the [Assignment Make-up Policy](#) for further information on assignment re-submission.
- » Students approved for an Incomplete forfeit the option to withdraw from the course after the original course end date, pursuant to the [Official Course Drop/Withdrawal Policy](#). Students may refer to the Withdrawal for Special Circumstances Policy should extenuating circumstances prevent course completion.
- » 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 will replace the grade of “I”.
- » The Incomplete fee is non-refundable. The fee will be charged at the time the request is processed.
- » Students who are unable to complete their course

due to an extenuating circumstance may choose to review the [Incomplete for Special Circumstances Policy](#).

- » To promote academic success, students should request the appropriate amount of time in accordance with the number of remaining assignments required for course completion. Students are encouraged to contact CITC Student Services staff to discuss Incomplete options.

Incompletes within the LifePace Learning and Vietnam Term programs:

- » 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.
- » A maximum of 60 days, from the original end date, may be applied in each course. Should additional time beyond the maximum amount of days be needed for an extenuating circumstance, students should refer to the [Incomplete for Special Circumstances Policy](#).
- » Students should provide projected completion dates for each remaining assignment upon submission of the request.
- » Students may formally request an Incomplete through submittal of the [Incomplete Course Request](#) form to CITC Student Services staff.
- » A course grade of “I” will be assigned and may affect future course enrollments. Please review the [Academic Course Load Policy](#) for more information.

Incomplete for Special Circumstances Policy

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. Examples of such circumstances may include but are not limited to: medical circumstances or surgery, natural disaster, family emergency, death in the immediate family, or job relocation. Students requesting consideration must meet all established qualifications for the Incomplete for Special Circumstances approval.

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 [Official Course Drop/Withdrawal Policy](#), as well as the [Withdrawal for Special Circumstances Policy](#). In addition, advisement should be sought to address all consequential actions prior to submitting a withdrawal request.

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

- » The ISC request form should be submitted prior to the course end date.
- » The ISC request form must be accompanied by relevant supporting 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. Additional or alternate documentation may be requested for verification purposes.
- » Required submission dates for all outstanding assignments are to be provided by the student when submitting the ISC request. Individual assignment deadlines should be spaced apart to allow adequate study and submission time.
- » ISC requests are not automatically granted and must be approved. A maximum of two (2) ISCs will be granted, upon approval, per calendar year. Students are not granted in excess of one (1) ISC per course.
- » Successful course progress may be taken into consideration when reviewing the request.
- » 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.
- » Students approved for an ISC forfeit the option to withdraw from the course, after the original course end date, pursuant to the [Official Course Drop/Withdrawal Policy](#). Students may refer to the [Withdrawal for Special Circumstances Policy](#) should further extenuating circumstances prevent course completion.
- » 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 and/or graded. Refer to the [Assignment Make-up Policy](#) for further information on assignment re-submission.
- » 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”.

- » There is no fee requirement for an ISC.

Incomplete for Special Circumstances for the LifePace Learning and Vietnam Term Programs:

- » A maximum of 120 days beyond the original course end date may be requested by the student for review and approval. Approval is subject to meeting requirements outlined in policy and the amount of time granted is based upon the student’s documented circumstance.
- » A grade of “I” will be assigned to the course and may affect future course enrollments; please review the [Academic Course Load Policy](#) for more information.
- » Students meeting required qualifications may request an ISC through submittal of the [Incomplete for Special Circumstances Request Form](#). Please allow 7 to 10 business days for processing the request. All questions should be directed to CITC Student Services staff.

Official Course Drop/Withdrawal Policy

A student’s notification to drop or withdraw may be conveyed to CSU in any manner. Students requesting to drop or withdraw from a course or program should submit the Course Drop/Withdrawal form provided by CITC. Details regarding tuition refunds as a result of a drop or withdrawal are described in the Tuition Refund Policy.

COURSE WITHDRAWAL

A course drop/withdrawal request submitted before or on the original 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. Students who demonstrate a pattern of withdrawals are at risk for academic dismissal per the [Institutional Academic Progress Policy](#).

Student Rights and Responsibilities Policy

STATEMENT OF POLICY

Columbia Southern University (CSU) provides students and the University community with an environment that fosters academic success and achievement. The mission of CSU is to provide 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 student rights and responsibilities as members of the university community and agree to abide by policies set forth in the CSU Catalog and CSU Vietnam Student Guide. Each student holds the right and ability to make individual decisions about their personal conduct and is responsible for their behavior. Furthermore, each student also holds the responsibility to live with the consequences of their personal decision making.

CODE OF HONOR

CSU entrusts each student to maintain academic honesty, personal integrity, and responsible citizenship. We find these ideals are essential to the performance of all academic work and other student activities as 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. Each student should hold oneself and fellow students accountable to their commitment to the Code of Honor.

STUDENT 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 [Student Appeals Policy](#)
- » Right to file a complaint with the institution pursuant to the [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 CITC Student Services staff 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 student requests within the timeframes outlined by the university
- » Save course work as it is completed within each course
- » 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 CSU Vietnam Student Guide

Textbook and Course Material Policy

The course material may vary from course to course and could be in the form of printed textbooks, electronic textbooks (eTextbooks), or Integrated Learning Resources (ILR). CSU determines the most effective material to ensure a positive learning experience for students.

PRINTED TEXTBOOKS

Students may contact CITC if a course requires a printed textbook. CITC will assist the student in obtaining the proper textbook for the course in question. Students also have the option to purchase the textbook on their own from an online site such as www.amazon.com.

Note: Students will be responsible for the cost of the textbook, as well as all shipping fees.

ETEXTBOOKS

An eTextbook is an interactive, electronic version of the course textbook that can be accessed and downloaded on the course start date. eTextbooks are provided at no cost. Digitally stored eTextbooks may contain audio, video, and animations that enhance the student learning experience. A clickable table of contents allows students to quickly navigate to the desired page(s), highlight, and take notes directly within the eTextbook.

Students gain access to the eTextbook in Blackboard, on the course start date. The eTextbook remains active for 180 days from the initial time the text is accessed. The eTextbook can be printed as much as needed, up to ten pages at a time. Students are able to purchase a printed version of the eTextbook once the course begins from a third-party vendor link within the eTextbook. The cost of the printed eTextbook is the responsibility of the student.

eTextbooks can be accessed by utilizing iOS, Android, Kindle Fire, Mac, and PC computers and devices.

Video tutorials are available in Blackboard to assist students on how to utilize eTextbooks. The tutorials outline tips for using the eTextbook on and offline, highlighting, note taking, and all other capabilities.

Students should contact their course faculty or CSU Technical Support with any technical issues that may arise. Note: eTextbooks are only available for students enrolled in the LifePace Learning option.

INTEGRATED LEARNING RESOURCES (ILR)

In an effort to improve and enhance learning, selected CSU courses do not require a printed or electronic textbook. ILR material contains library resources, labs, lectures, faculty-created content, and video presentations. Subsequently, courses may have extended study guides or interactive material that enhances the learning experience and enables students to learn and grow in their disciplines in a practical way.

Students gain access to the ILR material through Blackboard on the course start date. These resources are stored digitally and can be printed.

Institutional Policy Locations

The following table provides a list of academic policies and their respective locations.

Policy	Location
Academic Complaint and Grievance	Student Handbook
Academic Course Load	Vietnam Guide
Academic Integrity	Student Handbook
Academic Program Improvement	Student Handbook
Academic Records Privacy	Student Handbook
Accommodation for Disabilities	Student Handbook
Admission Requirements	University Catalog
Assignment Make-Up	Student Handbook
Attendance Policy	Student Handbook
Course Access	Student Handbook
Course Completion	Student Handbook
Course Retake	Student Handbook
DBA Academic Course Load	Student Handbook
DBA Admission Requirements	Student Handbook
DBA Candidacy Status	Student Handbook

Policy	Location
DBA Continuous Enrollment	Student Handbook
DBA Graduation Requirements	Student Handbook
DBA Institutional Academic Progress	Student Handbook
DBA Leave of Absence	Student Handbook
DBA Time Limits	Student Handbook
Drug and Alcohol Prevention	Student Handbook
FERPA	Student Handbook
Final Examination Proctor	Vietnam Guide
Grading Policies	Vietnam Guide
Graduation Requirements	Student Handbook
Inactive Status	Student Handbook
Incomplete Course	Vietnam Guide
Incomplete for Special Circumstances	Vietnam Guide
Institutional Academic Progress	Student Handbook
Leave of Absence	Student Handbook
Non-Academic Complaint and Grievance	Student Handbook
Official Course Drop / Withdrawal	Vietnam Guide
Student Code of Conduct	Student Handbook
Student Identity Verification	Student Handbook
Student Rights and Responsibilities	Vietnam Guide
Technology Policies	Student Handbook
Textbook and Course Material	Vietnam Guide
Title IX	Student Handbook
Transfer Credit	University Catalog
Unofficial Withdrawal Policy	Student Handbook
Withdrawal for Special Circumstance	Student Handbook

IV. 2019-2020 VIETNAM TERM SCHEDULE

Course	Course Faculty	Hanoi Onsite Lectures	Ho Chi Minh City Lectures
Term 3 7/15/19 – 10/6/19			
MBA6081 Corporate Finance	Dr. Michael Essary	October 3, 4 and 5	September 28, 29, 30 and October 1, 2019
MBA6053 Economics for Managers	Dr. Seifu Zerihun	September 29, 30 and October 1, 2019	October 3, 4, 5 and 6, 2019
Term 4 10/14/19 – 1/5/20			
MHR 6451 Human Resource Management	Dr. Kristen Irely	December 29, 30 and 31, 2019	January 2, 3, 4 and 5, 2020
MBA 6001 Organizational Research and Theory	Dr. Jon Crispin	January 2, 3 and 4, 2020	December 28, 29, 30
Term 1 1/13/20 – 4/12/20			
MBA 6601 International Business	Dr. Charles Brewton	April 5, 6 and 7, 2020	April 9, 10, 11 and 12, 2020
MBA 5501 Advanced Marketing	Dr. James Ready	April 9, 10 and 11, 2020	April 4, 5, 6 and 7, 2020
Term 2 4/20/20 – 7/12/20			
MBA 5652 Research Methods	Dr. Todd Senft	July 9, 10 and 11, 2020	July 4, 5, 6 and 7, 2020
MBA 6151 Operations Research	Dr. Bob Goldwasser	July 5, 6 and 7, 2020	July 9, 10, 11 and 12, 2020