2022 -2024

STUDENT HANDBOOK

COLUMBIA SOUTHERN UNIVERSITY

Addendum

Columbia Southern University made the following amendments to policy, institutional, and/or programmatic information. Students are encouraged to contact their academic advisor with questions.

22-24.2.1-11 Addendum – April 26, 2023

22-24.2.1 | Effective Dates and Terms | Effective Immediately

Columbia Southern University's Student Handbook has transitioned to two academic calendar years. As a result, the current catalog effective period is extended to June 30, 2024, which encompasses all Terms therein, 1A23 through 6B24.

22-24.2.2 | Academic Calendar | Effective Immediately

The academic calendar is updated to reflect the extended Student Handbook effective period. This section now includes Terms 1A23 through 6B24.

22-24.2.3 | Late Enrollment | Effective April 26, 2023

Late Enrollment information has been updated as follows: "A late fee of $50.00 is due for enrollments received after the Registration end date in cases where the student was not already enrolled in a course during the same term. Students currently enrolled in a term may add additional courses (not to exceed the Academic Course Load Policy) during the add/drop period without being charged a fee. The current Academic Calendar may also be viewed on the website."

22-24.2.4 | Learning Options | Effective April 26, 2023

Columbia Southern University has transitioned to one academic learning model, herein New LifePace Learning®. Applicants are encouraged to discuss any questions with their Admissions counselor. Students are encouraged to review the transition resources located in the myCSU Student Portal or contact their Academic Advisor.

22-24.2.5 | Tuition Rates and Technology Fees | Effective July 1, 2023, Terms 1A24 and 1B24

Tuition Rates and Technology Fees will increase the following amounts, effective July 1, 2023 for Terms 1A24 and 1B24

Education Level	Cost Per Credit Hour
Undergraduate	$270.00
Masters†	$349.00
Doctoral	$485.00

Technology Fee	Amount
Undergraduate *(per course)*	$35
Graduate *(per course)*	$45
Doctoral *(per 3 credit hour course)*	$60

22-24.2.6 | Commencement Fees | Effective Immediately

Commencement Fees will increase as follows, effective immediately and applicable to October 2023 commencement.

Fee	Amount
Commencement Ceremony *Includes four (4) guests*	$165
Additional Guests – Fee Per Person	$30

22-24.2.7 | Policy Updates | Effective Immediately

The following policies and related guidelines have been updated and are effective immediately.

Academic Course Load Policy
Academic Credit Policy
Academic Integrity Policy
Academic Program Improvement Policy
Admission Requirements
Admission Documentation Guidelines
Admission Doctoral Pre-Requisites
Assignment Makeup Policy
Academic Complaint and Grievance Policy
Course Access Policy
Course Completion Policy
Course Retake Policy
Doctoral Academic Course Load Policy
Doctoral Candidacy Status Policy

Doctoral Graduation Requirements Policy
Doctoral Institutional Academic Progress Policy
Doctoral Leave of Absence Policy
Doctoral Time Limits Policy
Drug and Alcohol Prevention Program
Grading Policies
Graduation Requirements Policy
Inactive Status Policy
Incomplete Grading Policy
Institutional Academic Progress Policy
Leave of Absence Policy
Non-Academic Complaint and Grievance Policy
Official Course Drop/Withdrawal Policy
Student Code of Conduct Policy
Student Identity Verification Policy
Technology Policies
Textbook and Course Material Policy
Transfer Credit Policy
Tuition Refund Policy

22-24.2.8 | Discontinued Policies | Effective Immediately

The following policies are discontinued, effective immediately.

Attendance Policy
Course Extension Policy
DBA Admission Requirements
Proctor Policy
Unofficial Withdrawal Policy

22-24.2.9 | New Policies | Effective Immediately

The following policies are new, effective immediately.

Course Add Policy
Participation Policy

22-23.1.1-3 Addendum – January 20, 2023

22-23.1.1 | Accreditation | Effective December 6, 2022

Columbia Southern University is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC).

22-23.1.2 | Registering a Complaint with External Agencies | Effective December 6, 2022

Information provided on registering a complaint with Columbia Southern University's accreditor, SACSCOC.

22-23.1.3 | Inactive Status Policy | Effective Immediately

This policy has been updated to reflect current practice.

Student Handbook | Effective July 1, 2022 through June 30, 2024
21982 University Lane (Shipping) | P.O. Box 3110 (Mailing) | Orange Beach, AL 36561
Main Phone: 800.977.8449, 251.981.3771 | Main Fax: 251.981.3815
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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.

Message from the President

Dear Students,

Columbia Southern University was founded on strong family values, a tenet that has held true since its founding in 1993 and one that we proudly pass on to our employees. By keeping relationships at the core of our organization, a culture of caring and respect evolves naturally.

As your president, my goal is to ensure that those same values are shared with you. I want to make sure that you have every resource, every tool, and every support system that you need to be successful in your education. That includes fundamental parts of our mission like providing a student-centered faculty, affordable, flexible distance education programs and providing exceptional academic and support services.



Ken Styron, D.B.A.
President, Columbia Southern University

The *Student Handbook* has been assembled to provide departmental information, policies and procedures that will be important to your success as a CSU student. Utilizing this handbook as an active resource will enhance your knowledge of institutional expectations, define policies and expound on procedures needed to complete course and program assignments.

It is an invaluable tool that is available to you throughout your academic career with CSU. By familiarizing yourself with the *Student Handbook* and the additional resources available to you—the Success Center, your academic advisor, the CSU library and more—you will be more, than prepared to accomplish this goal. Just ask any of our 54,000 CSU graduates.

You can succeed, and you will. We believe in you.



Dr. Ken Styron
President

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About Columbia Southern University

Mission Statement

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

Core Values

As we change lives for the better, we live by these values:

Organizational Health

We foster a family culture that provides a stable and enjoyable work environment of care and respect with open and clear communication.

Humility

We model a leadership style that is modest, humble, operationally oriented, and hands-on. No job is beneath us, and we work as a close team to accomplish our mission.

Exceptional Service

We focus on providing exceptional service through student-centered support services that are personal, responsive, and geared toward assisting students in achieving their educational goals.

Flexibility

We embrace change, work hard, and relentlessly strive to continuously improve.

Excellence

We are a first-class organization that places a high value on quality, accreditation, and doing what is right.

Relationships

We focus on building long-term relationships with industries, governmental agencies, students, alumni, and members of the community.

Vision

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

Institutional Commitments

Our Students: Cultivating a meaningful and individualized student experience

Cultivate a meaningful and individualized student experience by developing and promoting greater student-engagement, enhancing the course experience through technology, and enhancing the student pathway from application through employment and alumni status.

Our Programs: Developing innovative, in-demand, career-centered programs

Develop innovative, in-demand, career-centered programs by evaluating and launching educational offerings that meet the evolving needs of current and future students, alumni, and employers; evaluating current programs to ensure they consistently support student and employer needs and goals; and integrating diversity, equity, and inclusion throughout our curriculum.

Our Community: Advancing our networks and partnerships to support our students, community, and employees

Advance our networks and partnerships by developing and strengthening strategic pathways and partnerships with corporate, academic, and military entities and strengthening local partnerships, relationships, and brand recognition.

Our image: Expanding awareness of CSU's affordable, accessible, quality online education

Expand awareness of CSU's affordable, accessibility, an d quality for fully online, accredited universities and growing CSU brand awareness with the under-30 market.

Our People: Engaging, cultivating, and empowering outstanding talent to carry-out our mission and commitments

Engage, cultivate, and empower outstanding talent to carry-out our mission and commitments by expanding employee engagement and professional development for staff at all levels and creating an institutional culture of diversity, equity, and inclusion.

History

Robert Mayes, Sr, founder of Columbia Southern University, established a student-first philosophy with his vision to provide educational opportunities to nontraditional students through distance learning. His dedication to others built the foundation for a family-oriented culture of caring and respect among staff and faculty, which continues today.

Years of experience in small business training program development and presentations in environmental compliance and occupational safety fostered his vision of making education accessible and flexible. In 1993, the journey to reach a global audience of learners began when the Mayes family established CSU.

CSU first offered two bachelor's degree programs in occupational safety and health and environmental management. By 1996, online programs expanded to include business administration, computer science, criminal justice administration, and health administration.

CSU was granted institutional accreditation by the Distance Education and Training Council on January 15, 2001. Growth continued with the 2002 approvals of Defense Activity for Non-Traditional Education Support (DANTES) and Veterans Affairs, along with several affiliation agreements with state schools.

In 2003, CSU became one of the first U.S. universities to offer a degree program in Vietnam. Resident students were provided the opportunity to earn a CSU Master of Business Administration (MBA) degree with the support of independent, in-country student support centers in Hanoi and Ho Chi Minh City.

University degree offerings expanded to include associate degrees and six new bachelor's degrees by 2004. The Learning Partnership program launched to provide businesses, municipalities, organizations, and corporations the opportunity to partner with CSU. Partnership allowed their respective employees/members and their spouses and children to receive benefits such as tuition discounts, application fee waivers, and scholarship opportunities.

The University's growth and continued success of its vision was overshadowed by the loss of Robert Mayes, Sr., who passed away after a lengthy illness on September 26, 2005. He was succeeded as president by his son, Robert Mayes, Jr.

Robert Mayes, Jr.'s experience and innovative approach to technology and business, strengthened the University's foundation for distance education. In 2006, CSU was selected among the first group of colleges and universities to be accepted into the Air Force Academic Institution Portal and the U.S. Army's Centralized Tuition Assistance Management (CTAM) program, ArmyIgnitED (formerly GoArmyEd). Program expansion continued as the student body reached 6,700 active students. By 2008, the University was approved by the U.S. Department of Education to offer Federal Student Aid. In the same year, CSU broke ground on a new 67,000-square-foot building, which opened in 2009.

CSU's active student body rose above 25,000 by the end of 2010. In 2011, CSU's MBA became the first distance learning program accredited by the Vietnam Ministry of Education and Training. One year later, the Mayes family established Columbia Southern Education Group to expand its educational vision.

In May 2018, Robert Mayes, Jr., retired as President of CSU. Chief of Staff, Ken Styron, was appointed as his successor, the University's third President in its then twenty-five year history.

On December 6, 2022, the University was granted institutional accreditation by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). CSU withdrew from its accreditation from the Distance Education Accrediting Commission in February 2023.

Today, CSU continues its unyielding commitment to the University's mission, which is continually inspired by the Mayes family and upheld by its dedicated faculty and staff members.

Board Of Trustees

Columbia Southern University is governed by a Board of Trustees, which establishes the mission and determines the general policies and affairs of the university. The Articles of Incorporation and the By-laws of Columbia Southern University clearly define the powers, duties, and responsibilities of the Board.

For additional information, please visit the Board of Trustees section of the website.

Administration & Academic Officers

Columbia Southern University employs qualified administrative and academic officers who effectively lead the institution through expertise, experience, and competence. These foundational leaders of the CSU community are actively engaged in accomplishing the mission of the university through a combination of credentials and expertise associated with their positions. For additional information, please visit the **About CSU Leadership** section of the website or the **University Catalog**.

Accreditation

Columbia Southern University is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award associate, baccalaureate, master's and doctorate degrees, and certificates. Questions about the accreditation of Columbia Southern University may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC's website (www.sacscoc.org).

Columbia Southern University is accredited by the **Distance Education Accrediting Commission** (DEAC). The DEAC is listed by the U.S. Department of Education as an accrediting agency and is recognized by the **Council for Higher Education Accreditation** (CHEA). CHEA is a nonprofit organization serving as a national advocate for self-regulation of academic quality through accreditation.

Distance Education Accrediting Commission (DEAC)
1101 17th Street NW, Suite 808
Washington, D.C. 20036
Phone: (202) 234-5100
Fax: (202) 332-1386
www.deac.org
info@deac.org

Higher Education Related Membership

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

State Authorization And Licensure

CSU is licensed by the Alabama Community College System - Private School Licensing Division pursuant to the Alabama Private School License Law, Code of Alabama, Title 16-46-1 through 10. For additional information, please visit the **State Authorization** section of the website.

NC-SARA

CSU is approved by the Alabama Commission on Higher Education to participate in the National Council for State Authorization Reciprocity Agreements (NC-SARA). NC-SARA is a voluntary, regional approach to state oversight of postsecondary distance education. As a member of NC-SARA, CSU only needs home state authorization to offer distance education to students residing in any other SARA member state. To view a list of NC-SARA states and institutions, please visit **NC-SARA**.

Registering A Complaint With CSU

CSU is committed to providing high-quality educational and related services for students. From time to time, students may have questions concerning administrative policies or operations. CSU encourages students to notify the institution when there is cause for concern in academic and non-academic matters. For more information on registering a complaint with CSU, please visit the **Student Resolution** section of the website.

Registering a Complaint with External Agencies

Students are encouraged to proceed through the institution's complaint process before filing an external complaint. Students who wish to file a complaint with an external agency may review submission instructions by visiting the **Registering A Complaint** section of the CSU website.

Registering a Complaint with the Accrediting Agency

Students may file a complaint with the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) by completing and sending two print copies of the Commission's Complaint Form to the President, Southern Association of Colleges and Schools Commission on Colleges, 1866 Southern Lane, Decatur, GA 30033-4097. www.sacscoc.org

To access the Commission's complaint policy, procedures, and the Complaint Form, please see Complaint Procedures Against the Commission or Its Accredited Institutions. Please review the Commission's procedures for guidance about filing a complaint.

Complaint Contact Information for State Agencies

Students may file a complaint with the Private School Licensure Division (PSL) of the Alabama Community College System by submitting the **Online School Complaint**. Students may view the **Procedures for Submitting Complaints** with PSL.

Students who reside in a SARA member-state may appeal their complaint to the Alabama Commission on Higher Education (ACHE), which oversees SARA institutions in Alabama for review after exhausting CSU's internal grievance process. ACHE's contact information for complaints is as follows:
Alabama Commission on Higher Education (ACHE)
NC-SARA State Portal Agency
P.O. Box 3020000
Montgomery, AL 36130-2000
ACHE Student Complaint PDF

For additional information regarding filing a complaint with a state agency, please visit the External Complaint Process section of the CSU website.

Registering a Complaint with the U.S. Department of Veterans Affairs

Students may file a complaint by following the VA Complaint Policy, which states, "Any complaint against the school should be routed through the VA GI Bill® Feedback System by going to: **http://www.benefits.va.gov/GIBILL/Feedback.asp**. The VA will then follow up through the appropriate channels to investigate the complaint and resolve it satisfactorily."

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at https://www.benefits.va.gov/gibill.

The Crime Awareness And Campus Security Act Of 1990

The Jeanne Clery Disclosure Compliance Statement

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

CSU's Annual Campus Security Report includes statistics for the previous 3 years concerning reported crimes that occurred on-campus, in certain off-campus buildings, on property owned or controlled by CSU, and on public property within, or immediately adjacent to and accessible from, the campus. The report also includes institutional policies concerning campus security (e.g. policies concerning sexual assault) and other matters. A link to a copy of the report is included below.

View the complete **Annual Security Report** online.

Student Records

Student records, including financial and academic records, are kept indefinitely.

University Catalog And Student Handbook

The University Catalog is the official document on policies and academic information.

The Student Handbook is the official, comprehensive guide on student information, procedures, and a quick reference to official policies included within the University Catalog. Additionally, the handbook outlines available support services for student success, academic guidance, and the responsibilities, expectations, and rights of students.

Student Resources

Scope of the Student Handbook

The policies and procedures contained in the Student Handbook apply to all members of the CSU community, including students, staff, faculty, and administration.

The Student Handbook is the official, comprehensive guide on student information, procedures, and a quick reference to official policies included within the University Catalog. Additionally, the handbook outlines available support services for student success, academic guidance, and the responsibilities, expectations, and rights of students.

The university conducts ongoing benchmarking with similar institutions to provide the most relevant, useful information for the Student Handbook. The university reserves the right to revise or update any provision of the Student Handbook with or without notice. The current edition of the Student Handbook supersedes all previous editions.

CSU Service Pledge

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

Hours Of Operation and Contact Information

Address

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

Main Telephone Number
800.977.8449

Local Telephone Number
251.981.3771

Main Fax Number
251.981.3815

Main Business Hours (CST)

Monday-Thursday
8AM to 5PM

Friday
8AM to 3PM

Department Information

Academic Advising Center

Hours: M – Th 7AM to 7PM Fri 8AM to 5PM
Sat 8AM to 3PM

Email: Students should contact their assigned academic advisor listed in the student portal.

Phone: 877.977.8449

The Academic Advising Center at Columbia Southern University develops strong relationships with students through coaching and mentoring on a consistent basis. Advisors guide students in their pursuit of educational goals through personal and purposeful advising strategies.

Academic advisors always strive to offer exceptional customer service and act as the student's central point of contact. Their goal is to establish a solid relationship with students that is built on mutual respect, trust, and open communication. Advisors encourage students to identify personal strengths and weaknesses so that they can reach their full potential as successful college students by listening and empowering them to make the right choices regarding their education and future.

Admissions

Hours: **M – Th** 8AM to 6PM **Fri** 8AM to 5PM
Email: admissions@columbiasouthern.edu
Phone: 877.347.6050
Fax: 251.224.0540

Admissions counselors help students every step of the way, from submitting an application to enrolling in their first course. Students have the flexibility they need to fit education into their busy schedules. Courses are designed to accommodate anyone who is balancing school with other life commitments.

Bookstore

Hours: **M – Fri** 8AM to 5PM
Email: bookstore@columbiasouthern.edu
Phone: 877.323.4474
Web: http://bookstore.columbiasouthern.edu

The Bookstore operations include shipping textbooks to students, processing incoming and outgoing mail for the university, as well as managing the online bookstore and physical store located on the CSU campus in Orange Beach, Alabama.

Career Services

Hours: **M – Th** 8AM to 5PM **Fri** 8AM to 3PM
Email: careerservices@columbiasouthern.edu
Phone: 877.297.6192

Columbia Southern University Career Services promotes student success by providing quality programs, services and resources that empower students to explore, define, prepare for and pursue their career aspirations. Services are provided to all students and alumni at no additional charge and include assistance with:

- Career exploration & assessment
- Professional correspondence review
- Employer/job market research
- Job search strategies
- Interview preparation/mock interviewing
- Networking techniques
- Personal online branding
- Direct access to employers across the globe via CareerQuest

Career Services provides general information and support to students and alumni to assist in the achievement of career-related goals. Career Services is neither a placement office nor a resume writing service. Please allow two to three business days for correspondence to be reviewed.

Community and Alumni Relations

Hours: **M – Th** 8AM to 5PM **Fri** 8AM to 3PM
Email: CSU-Community-Alumni-Relations@columbiasouthern.edu

The mission of Community and Alumni Relations is to promote and foster connectivity by engaging and promoting relationships between students, alumni, staff and faculty and the broader community. We encourage personal and professional development and career success by instilling pride and loyalty in CSU through innovative engagement.
Community and Alumni Relations provides support through the following:

- Connecting with students in clubs and organizations
- Assisting with career goals
- Planning social networking events for students, alumni and key relationships identified by Columbia Southern University.
- Building a network of ambassadors to represent the university
- Connect with CSU Alumni in the Facebook Chapters.

Continuing Education

Hours: M – Th 8AM to 5PM Fri 8AM to 3PM
Email: ContinuingEd@columbiasouthern.edu
Phone: 800.313.1992

The Continuing Education Department offers training, workshops, conferences, and professional development opportunities beyond a student's degree program. Courses are offered online and face-to-face across the nation. For more information and a current list of available courses, please visit https://www.columbiasouthern.edu/online-degree/continuing-education.

CSU Library

Hours: M – Th 8AM to 7PM Fri 8AM to 6PM
Email: library@columbiasouthern.edu
Phone: 877.268.8046
Chat: 24/7, 365 Days per Year
Web: www.columbiasouthern.edu/library

Located strictly online, the collection contains a variety of electronic formats including books, journals, newspapers and more. Access to online resources is available 24/7. The CSU Library is staffed with professional librarians available to assist students with each step of their research journey. To better assist students in an online environment there are multiple avenues for library instruction: chat, phone, email, and research appointments. Chat service is provided 24/7. Phone, email, and research appointments are provided during normal business hours.

Learning Partnerships

Hours: M – Th 8AM to 5PM Fri 8AM to 3PM
Email: learningpartners@columbiasouthern.edu
Phone: 800.344.5021

CSU provides flexible degree and certificate programs designed to move adult learners forward in their careers. We work closely with over 3,800 companies and organizations to provide their employees or members with our educational programs. A student who is an employee or member of an active Learning Partnership is eligible to receive a tuition discount. Spouses and children are also eligible.

Military Support Group

Hours: M – Th 8AM to 5PM Fri 8AM to 3PM
Email: militarysupportgroup@columbiasouthern.edu
Phone: 888.394.5738
Web: https://www.columbiasouthern.edu/military/overview/military-support-services

CSU's Military Support Group can answer any questions students may have before enrolling in courses. Every day, the support group interacts with military members who are pursuing academic and professional goals. The support group regularly fields questions regarding Veterans Affairs, military discounts, course structure, and degree programs. It is important to our team that service members receive the proper support and respect as they move forward in completing their degrees.

Office of Disability Services

Hours: M – Th 8AM to 5PM Fri 8AM to 3PM
Email: disabilityservices@columbiasouthern.edu
Phone: 888.785.3005
Web: https://columbiasouthern.edu/student-support/disability-services/

Consistent with the mandates of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended, the mission of the Office of Disability Services (ODS) is to ensure an accessible learning experience in which students with disabilities have equal opportunity for participation in all programs, services, and activities.

Individuals with disabilities who need to request accommodations should contact the Office of Disability Services at disabilityservices@columbiasouthern.edu or 888-785-3005. For more information, please visit the Office of Disability Services section of the website.

Temporary Health Situations

Accommodation requests for temporary disabilities are considered on a case-by-case basis. Students must provide documentation of the disability and register with the Office of Disability Services.

Accommodation Complaints and 504/ADA Grievances

Students should direct any complaints regarding accommodations or disability-related services to the disability services coordinator in the Office of Disability Services at disabilityservices@columbiasouthern.edu or 888-785-3005. To submit a CSU 504/ADA grievance or to report a university accessibility concern, please email ADAgrievances@columbiasouthern.edu.

Office of Financial Aid

Hours: M – Fri 8AM to 5PM
Email: financialaid@columbiasouthern.edu
Phone: 877.316.8396
Fax: 251.224.0590

The Office of Financial Aid is responsible for awarding Federal Financial Aid to qualifying students. To be eligible for Federal Student Aid, students must be admitted to the university and meet Federal eligibility criteria. Federal Student Aid (FSA) offers federal grant and loan programs administered by the U.S. Department of Education. For detailed information regarding Federal Student Aid including eligibility, procedures for applying, awarding FSA and loan counseling, students should access the Office of Financial Aid website at https://www.columbiasouthern.edu/tuition-financing/federal-student-aid.

Office of the Registrar

Hours: M – Fri 8AM to 5PM
Email: registrar@columbiasouthern.edu
Phone: 877.316.0219
Fax: 251.224.0575

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

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

- The Evaluation Team provides support by maximizing transfer credit while meeting accreditation and state requirements.
- The Degree Auditor Team completes audits for students nearing graduation to verify the student has completed all graduation requirements. Degree Auditors also receive and process Commencement registrations.

- The Registrar Support Team responds to student requests, monitors students on probation and suspension, processes transcript requests, receives official transcripts, monitors conditional and temporary students, as well as keep all student records current.

Student Accounts

Hours: M – Fri 8AM to 5PM
Email: studentaccounts@columbiasouthern.edu
Phone: 877.323.4472
Fax: 251.224.0570

Student Accounts is comprised of Enrollments, Accounting, and Collections services. The department is responsible for enrolling students into course(s), submitting certifications and drops for VA students, disbursing financial aid refunds, any other refunds, receipts, invoicing/billing, collections, grad audit approvals, and accounts receivable.

Office of Student Resolution and Conduct

Hours: M – Th 8AM to 5PM Fri 8AM to 3PM
Email: studentresolution@columbiasouthern.edu
Phone: 800-977-8449 ext. 6527

The Office of Student Resolution and Conduct (OSRC) assists students in resolving issues related to their student experience through advocacy, communication, and administrative support. OSRC seeks to effectively enrich students' learning experiences at the university while augmenting a positive learning environment. The team supports our student body through administration of student complaints and academic integrity issues, and coordination of student conduct processes, which allows for a fair, unbiased assessment.

Student Support Center

Hours: M – Th 8AM to 7PM Fri 8AM to 5PM
Email: students@columbiasouthern.edu
Phone: 877.323.4471
Fax: 251.224.0550

The Student Support Center serves as the point of contact for general student inquiries. Specialists assist with a wide range of questions related to CSU policies, courses, graduation, and much more. Student support specialists are available to assist students via telephone, email, and chat.

Student support specialists work diligently to ensure that students remain enrolled throughout their educational careers. CSU understands the busy lifestyles of our students and that is why the Student Support Center offers reminders and enrollment assistance to keep students on track with their degree plans.

Success Center – Math and Writing Centers

Hours: M – Th 8AM to 5PM Fri 8AM to 3PM
Email: teamsucceed@columbiasouthern.edu
Phone: 877.875.0533

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

- Academic support in math and writing via email, phone, and live sessions
- Provide instructional resources such as recorded lessons, tutorial, and examples for math, writing, and APA
- Individualized math or writing sessions via interactive technology

For more information regarding the Math Center, please review the Math Center Processes.

Writing Center Guidelines

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

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

For more information regarding the Writing Center, please review the Writing Center Guidelines.

Technical Support

Hours:	**Mon – Fri**	8AM to 8PM
	Saturday	10AM to 7PM
	Sunday	Closed
Extended Hours*:	**Sunday**	10AM to 7PM
**3 Days Prior to Term End Dates*	**Monday**	8AM to 11PM
	Tuesday	8AM to 11PM
Email:	techsupport@columbiasouthern.edu	
Phone:	877.399.1063	

Technical Support provides support services for Blackboard and any associated 3rd party applications. Students encountering technical difficulty with their courses are encouraged to contact the CSU Helpdesk.

2022 - 2024 Observed Holidays

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

Academic Calendar Year 2022 - 2023		Academic Calendar Year 2023 - 2024	
Independence Day	July 4, 2022	Independence Day	July 3, 2023
Labor Day	September 5, 2022	Labor Day	September 4, 2023
Veterans Day	November 11, 2022	Veterans Day	November 10, 2023
Thanksgiving	November 23-25, 2022	Thanksgiving	November 22-24, 2023
Christmas	December 23-27, 2022	Christmas	December 25-27, 2023
New Year's Day	January 2, 2023	New Year's Day	January 1, 2024
Martin Luther King Jr. Day	January 16, 2023	Martin Luther King Jr. Day	January 15, 2024
Fat Tuesday (Mardi Gras)	February 21, 2023	Fat Tuesday (Mardi Gras)	February 13, 2024
Good Friday	April 7, 2023	Good Friday	March 29, 2024
Memorial Day	May 29, 2023	Memorial Day	May 27, 2024
Juneteenth	June 19, 2023	Juneteenth	June 19, 2024

Current hours of operation and contact information may be viewed on the website: *http://columbiasouthern.edu/about-csu/contact*

MyCSU Student Portal

The myCSU Student Portal is the gateway to the university. Students may access the portal by visiting **http://mycsu.columbiasouthern.edu.** The portal provides students with access to their information and resources at any time. Some of the main features available to students include the ability to:

- log in to blackboard to access and submit coursework;
- view course grades;
- submit course enrollments;
- view degree-specific information such as a Comprehensive Degree Report;
- verify course start and end dates;
- access Learning Resources provided through the Success Center and the CSU Library; and
- access Technical Support resources such as tutorials and Frequently Asked Questions.

Additional Resources

Term Course Schedule

Students enrolled in the Term learning option can access the **Term Course Schedule** to view courses available in a specific term. Students who are unable to find a specific course in the schedule should work with their academic advisor for an alternative course. Navigate to the Term Course Schedule to view courses.

Full Course Listing

The following link is provided for a listing of all courses offered at CSU: **Full Course Listing**. For questions pertaining to courses or prerequisites, students should speak with their academic advisor.

University Catalog

The University Catalog is an important academic and institutional resource for new and existing students. The catalog provides information on degree program requirements, course information, tuition, fees, financial assistance, admission policies, policies, and other valuable information.

CSU Grading Rubric

The CSU Grading Rubric is established for all assignments including written response, discussion board, and research projects. Grading rubrics are located within each course in Blackboard.

Citation Guide

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

Citation Guide Tutorial

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

CareerQuest

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

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

Communication Guidelines

CSU understands the importance of establishing timely and effective communication to all university constituents. Communication between the university and its students directly impacts the overall student experience. To promote a positive student experience through communication, CSU has created several mediums to disseminate student and/or university information, as well as connect with students daily. These mediums include the myCSU Student Portal, Blackboard, the CSU website, the *Student Handbook*, the *University Catalog*, the *Communicator*, social media, postal mail, email, online chat, telephone, and SMS text.

CSU staff may proactively reach out to students, primarily via telephone, email, and/or SMS to discuss any information needed to complete a request, follow up on an inquiry, offer encouragement and support, or simply check in to ensure all resources are available. For quality purposes, CSU may monitor and/or record these communications. By completing the Enrollment Agreement form, students and/or their representatives are consenting to such monitoring and/or recording of such communications. Students are expected to maintain updated contact information on file with the university. Requests to update contact information may be submitted under My Account in the myCSU Student Portal.

Note: Any name change will require submission of official supporting documents, such as a marriage certificate, divorce decree, driver's license, Social Security card, passport, or court documented name change. Documents can be emailed to **registrar@columbiasouthern.edu**.

Student communication, whether verbal or electronic, should be conducted in a professional and courteous manner and is subject to all applicable university policies, including Student Rights and Responsibilities and Student Code of Conduct policies. Additionally, response time to student inquiries by staff and faculty is 2 business days and 2 calendar days, respectively. The following information is provided regarding the mediums utilized at CSU.

myCSU Student Portal

The myCSU Student Portal is provided as a resource for students throughout their time at CSU. The portal is one of the most important mediums to communicate academic information, as well as any university announcements that may impact students. Students have direct access to information related to their courses, account, and other resources that will promote success along their educational journey at CSU.

Learning Management System

CSU utilizes Blackboard as the Learning Management System (LMS) for the delivery of all program courses. Within Blackboard, academic announcements that may impact the course or future courses are posted for students. Students may also choose to subscribe to email notifications concerning the functionality of university systems through the homepage of Blackboard.

CSU Website

The website offers information related to support services, programs, course descriptions, and payment options. New services, events, resources, and student success stories are also communicated through the website.

CSU Student Handbook and Catalog

The *Student Handbook* and *University 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 because they are guides to information related to the student experience. The *Student Handbook* outlines policies, guidelines, resources, and university contact information; whereas the *University Catalog* outlines program requirements, course descriptions, admission policies, tuition and fees, financial assistance, and much more. The *Student Handbook* and *University Catalog* may be found on the website or the myCSU Student Portal.

CSU Communicator

The *Columbia Southern University Communicator* was established as an avenue for the university to connect with students and alumni through various articles and updates related to university services, programs, student spotlights, and policies. It is the central method used to communicate important university news with students and should be referenced often. The *Columbia Southern University Communicator* is emailed once a month, featuring an article from the CSU president, university news, and other great articles that encourage and motivate students to continue striving for success. Students may subscribe to the blog by accessing the *Columbia Southern University Communicator* through the myCSU Student Portal.

Social Media Communication

CSU may utilize various social media platforms to communicate new services, closure announcements, or general announcements to students. Platforms include Facebook, Twitter, Google+, LinkedIn, Instagram, YouTube, Pinterest, and the Columbia Southern University Communicator. Students may also collaborate with one another through the closed CSU group page on Facebook.

Postal Mail Communication

While most communication at CSU occurs electronically, there are a few instances in which CSU may send postcards or letters to students via postal mail. This form of communication may be utilized for students who do not have a current phone number or email contact information on file.

Email Communication

CSU considers email as the official form of communication with students. The expectations of using email to communicate with CSU may be reviewed within the Technology Policies of the Student Handbook.

Online Chat Communication

- Students may contact CSU by use of the chat feature on the CSU website and the myCSU Student Portal. Opting to receive a chat transcript of the instant message conversation via email is available at the time of submitting a chat request.
- Students may also contact the CSU Online Library via live chat service 24 hours a day, 7 days a week, by visiting the CSU website.

Telephone Communication

CSU staff and students may utilize telephone communication to discuss any pertinent academic or financial information, such as enrollments, grades, assignments, courses, degree program requirements, and tuition options.

SMS Text Messaging

CSU has incorporated SMS text messaging as a method of communication between CSU and students. Text messages are sent in the circumstances outlined below.

- Reminders (e.g., registration deadlines, upcoming course end dates, and advising session appointments)
- Intervention (e.g., scheduling advising sessions, checking in to offer student/academic resources, or offer other types of academic support and encouragement)
- Student Support (e.g., answer general student support questions regarding the student's academic experience)
- Students have the option to receive text messages by opting in at the time of enrollment or at any point during their time at CSU by going to the myCSU Student Portal or contacting a representative at the university. The following information is provided regarding text messaging:
    - Text messages will not be sent to students who have not subscribed to receive messages.
    - The university does not use SMS text to advertise university-based events or new services.
    - Students may unsubscribe from texting at any point by responding "STOP" to a received message from CSU or through the myCSU Student Portal.

Student Communication Tips

- Be clear and concise when communicating inquiries, concerns, or requests.
- Communicate with professionalism and diplomacy.
- Close emails with your full name and some form of identification (e.g., student ID number or last four digits of your Social Security number [SSN]).
- For identification purposes, be prepared to provide a secondary form of identification when contacting the university (e.g., student ID number, last four digits of your SSN, date of birth, address).
- Create a separate email folder to keep all CSU correspondence for reference or create another email account just for CSU correspondence.
- Read and review all email communications from CSU to ensure important information is not missed.

- Speak clearly and slowly when leaving a voicemail, and include a brief reason for the call along with a phone number and time to return the voicemail.

Technical Requirements

Curricula at CSU is delivered completely online using the Blackboard learning management system. CSU students must have access to the internet and an appropriate individual (non-shared) e-mail account to complete a program of study at CSU. If personal internet service is unavailable, students are encouraged to contact local libraries, schools, or public businesses to locate access to the internet. The course syllabus, study guides, and examinations are all provided within the online course.

Computer Requirements

Operating System (OS)

Windows 7 or later; Mac OSX10.6 or later. For more information on OS/browser compatibility, visit help.blackboard.com.

Internet Connection

Minimum download speeds of 300Kbps,
Minimum upload speed of 300Kbps

Software

Students must have software capable of creating, editing, and saving Microsoft Office document files (.doc, .docx), Microsoft Excel spreadsheet files (.xls, .xlsx), and Microsoft PowerPoint presentation files (.ppt, .pptx). Students may access a 30-day trial version and/or purchase the required Microsoft software at https://products.office.com/en-us/try

Plug-ins

Java, Acrobat Reader, and Quick Time

Internet Browser

A list of certified and compatible browsers can be found at the following site: Browser Support | Blackboard Help

In Program Requests

Associate Degree Request for Bachelor Students

While completing coursework toward a bachelor's degree, students can earn the necessary credits to satisfy the requirements of an associate degree. Interested students should submit the **Associate Degree Request for Bachelor Students Form** located in the myCSU Student Portal.

Changing Degree Programs

Students who wish to change degree programs or concentrations, or be re-evaluated for a revised curriculum, must complete the Program Change/Re-Evaluation Request Form found in the myCSU Student Portal. Associated fees are listed below and subject to change:

Change Degree Program	$35
In-Program Re-Evaluation	$25
(update to newest curriculum available for same degree)	
Concentration Change	$25
Transient Student to Degree-Seeking Student	$0
Non-Degree Seeking to Degree-Seeking Student	$0

Official post-secondary transcripts must be on file for all transfer credit decisions to be considered official. Once received, the student's file will be reviewed, and the student will receive a new applicant evaluation report detailing any remaining courses in the new program. Additionally, this report will indicate if any previously taken CSU courses will apply. The new evaluation will be subject to current CSU Catalog requirements.

Note: New policies and tuition rates may apply.

Course Transfer Request

Students who wish to transfer courses completed at another institution into their program of study at CSU should submit the **Program Change/Re-Evaluation Request Form.**

Transfer Requirements:

- Official transcripts should be requested from each institution in which a course is being considered for transfer; the Course Transfer Request will not be processed until all official documents are received by the Office of the Registrar
- Courses being considered must have similar content to those offered at CSU
- Credits must have been earned at a post-secondary institution recognized by the U.S. Department of Education or equivalent
- Graduate courses must have earned a "B" (3.0) or better to be accepted as transfer credit
- When submitting a military transcript such as Joint Services Transcript (JST) or other military record, please support your request by entering the ACE Guide Number on the request form

Degree to Certificate Transfer Request

While completing coursework toward a degree, students may earn the necessary credits to satisfy the requirements of a certificate program. Interested students should submit the **Degree to Certificate Transfer Request Form** located in the myCSU Student Portal. Students will be issued a certificate of completion after all requirements have been met.

Graduation

Students within 12 hours of satisfying program requirements are encouraged to file a **Petition for Graduation** form. Once submitted, an official audit of the student record is performed which includes, but is not limited to, number of credits earned, financial standing, and official transcript record.

A transcript bearing the university seal and signature of the registrar is the official copy of the student's permanent academic record. Students will receive one official transcript at the time of graduation. Additional transcripts may be ordered by submitting the **Official Transcript Request** form.

Students who need to verify that they have graduated or are scheduled to graduate due to an upcoming promotion board, school admission, or other work-related circumstance may request a Letter of Pending Graduation from the Office of the Registrar by submitting the request to Registrar@columbiasouthern.edu

Note: Students enrolled in the DBA program should refer to the DBA Graduation Requirements Policy.

Diploma and Transcript

After degree conferral, students will receive their official transcript within five business days and their diploma within six weeks.

Commencement Ceremony

Each year CSU hosts a commencement ceremony for students who have completed their programs. CSU encourages all graduates to attend the commencement exercise and accompanying activities. The fees for the ceremony and regalia (cap, gown, and tassel) vary from year to year. Students are responsible for all travel arrangements and accommodations. Students interested in participating in the ceremony should visit the CSU website for additional information.

Requesting a Transcript

Once a student has completed the first three-credit hour course, and course tuition has been received, the student may request an official CSU transcript. Only transfer credit submitted to the university via official documents is included on the CSU transcript. Unofficial transfer credit is not notated on the CSU transcript. A CSU transcript may be requested by using the **Official Transcript Request** form and a transcript fee applies. Financial obligations to CSU must be met before the transcript can be released. Please allow 5 business days for processing. The record is mailed as a sealed official transcript to the institution or person indicated on the **Transcript Request Form**. An unofficial transcript may be emailed or faxed if indicated on the request form. Please note, the transcript processing fee only applies to the official transcript.

Returning Students

Students not in an active status with the university, or those formally withdrawn from the institution must submit a Re-Enrollment Application.

Upon submission of the Re-Enrollment Application, submission of official transcripts not previously received by the university is required. Students may opt to use the **Transcript Request Service** for assistance in obtaining official documents. Students re-admitted to the university are subject to the current University Catalog, including academic policies, tuition rates, and program requirements. Once all documentation is received by the university, an applicant evaluation report is issued to the student. Students who are in receipt of an applicant evaluation report may register for courses. Students should seek academic advisement prior to enrolling.

Returning Graduates

Students returning for a subsequent degree program should submit a Re-Enrollment Application. A graduation audit must be passed for the previous program. Additional official transcripts/documents not previously submitted may be requested through the CSU **Transcript Request Service**. CSU cannot order copies of CLEP scores or international transcripts. Returning students are required to have an evaluation of credit completed prior to beginning their next degree program with CSU.

Degree Conferral Schedule

2022 – 2024 Degree Conferral Dates

A conferral date is the date on which the university formally acknowledges a student has graduated from their program of study. The below table outlines the dates that CSU will confer degrees for 2022 – 2024.

Month	Mid-Month	End of Month
July 2022	7th	21st
August 2022	4th	23rd
September 2022	8th	22nd
October 2022	11th	25th
November 2022	8th	17th
December 2022	6th	20th
January 2023	5th	26th
February 2023	9th	23rd
March 2023	9th	30th
April 2023	13th	27th
May 2023	11th	31st
June 2023	15th	29th
July 2023	13th	31st
August 2023	10th	24th
September 2023	7th	21st
October 2023	5th	19th
November 2023	9th	28th
December 2023	7th	21st
January 2024	4th	18th
February 2024	6th	20th
March 2024	7th	21st
April 2024	9th	23rd
May 2024	7th	21st
June 2024	6th	20th
July 2024	11th	25th

Academic Calendar

Effective Dates and Terms

July 1, 2022 through June 30, 2024 | 1A23 through 6B24

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

2022 – 2023 Academic Calendar

Track A

Semester	Term	Registration*	Start Date	Drop Date	End Date
Summer	1A23	04/06/22-06/21/22	07/06/22	07/12/22	08/30/22
Fall	2A23	06/22/22-08/23/22	09/07/22	09/13/22	11/01/22
Winter	3A23	08/24/22-10/25/22	11/09/22	11/15/22	01/17/23
		Christmas Break – During Term 3A (12/21/22-01/03/23)			
Winter	4A23	10/26/22-01/10/23	01/25/23	01/31/23	03/21/23
Spring	5A23	01/11/23-03/14/23	03/29/23	04/04/23	05/23/23
Spring	6A23	03/15/23-05/16/23	05/31/23	06/06/23	07/25/23

Track B

Semester	Term	Registration*	Start Date	Drop Date	End Date
Summer	1B23	05/18/22-07/19/22	08/03/22	08/09/22	09/27/22
Fall	2B23	07/20/22-09/20/22	10/05/22	10/11/22	11/29/22
Fall	3B23	09/21/22-11/22/22	12/07/22	12/13/22	02/14/23
		Christmas Break – During Term 3B (12/21/22-01/03/23)			
Winter	4B23	11/23/22-02/07/23	02/22/23	02/28/23	04/18/23
Spring	5B23	02/08/23-04/11/23	04/26/23	05/02/23	06/20/23

2023 – 2024 Academic Calendar

Track A

Semester	Term	Registration*	Start Date	Drop Date	End Date
Summer	1A24	05/17/23-07/18/23	08/02/23	08/08/23	09/26/23
Fall	2A24	07/19/23-09/19/23	10/04/23	10/10/23	11/28/23
Winter	3A24	09/20/23-11/21/23	12/06/23	12/12/23	02/13/24
		Christmas Break – During Term 3A (12/20/23-01/02/24)			
Winter	4A24	11/22/23-02/06/24	02/21/24	02/27/24	04/16/24
Spring	5A24	02/07/24-04/09/24	04/24/24	04/30/24	06/18/24

Track B

Semester	Term	Registration*	Start Date	Drop Date	End Date
Summer	1B24	04/12/23-06/20/23	07/05/23	07/11/23	08/29/23
Fall	2B24	06/21/23-08/22/23	09/06/23	09/12/23	10/31/23
Fall	3B24	08/23/23-10/24/23	11/08/23	11/14/23	01/16/24
		Christmas Break – During Term 3B (12/20/23-01/02/24)			
Winter	4B24	10/25/23-01/09/24	01/24/24	01/30/24	03/19/24
Spring	5B24	01/10/24-03/12/24	03/27/24	04/02/24	05/21/24
Spring	6B24	03/13/24-05/14/24	05/29/24	06/04/24	07/23/24

Note: A late fee of $50.00 is due for enrollments received after the Registration end date in cases where the student was not already enrolled in a course during the same term. Students currently enrolled in a term may add additional courses (not to exceed the Academic Course Load Policy) during the add/drop period without being charged a fee. The current Academic Calendar may also be viewed on the website.

Tuition, Fees, & Financial Assistance

Tuition Rates

Tuition Rates Effective Until 06/30/2023	
Education Level	Cost Per Credit Hour
Undergraduate	$245.00
Masters †	$335.00

Tuition Rates Effective as of 07/01/2023	
Education Level	Cost Per Credit Hour
Undergraduate	$270.00
Masters†	$349.00

Rates are per credit hour. Most courses are 3 credit hours. Tuition and fees are payable in U.S. funds. For a complete list of payments options, visit the **Payment Options** section of the website. Tuition rates are subject to change. For the most current tuition information, visit the **Tuition and Financing** section of the website.

CSU Learning Partners receive a tuition discount that is applied to the full tuition rate. For current Learning Partner tuition rates, please visit the Tuition and Financing section of the website.

†The tuition rate for master's courses per credit hour is $250 for all active-duty military members using Military Tuition Assistance; this is not applicable for CSU Learning Partners. The lower rate is offered to keep the tuition rate at the U.S. Department of Defense cap of $250. Technology fees, described below, do not apply to active-duty U.S. service members. All eTextbooks, textbooks and integrated learning resources will continue to be provided at no additional cost.

Student Fees

Fees are charged when services are rendered.

Fee	Amount
Application - Domestic	$0
Application - International	$0
Petition to Graduate	$100
Technology Fee[1]	
– Undergraduate *(per course)*	$35
– Graduate *(per course)*	$45
– Doctoral *(per 1 credit hour course)*	$20
– Doctoral *(per 3 credit hour course)*	$60
Bachelor to Associate Degree Request	$100
Change of Concentration	$25
Change of Program	$35
CSU Official Transcript	$15

Fee	Amount
Degree to Certificate Request	$50
Incomplete Fee – 30 Days	$50
Incomplete Fee – 60 Days	$100
In-Program Re-Evaluation	$25
Priority Evaluation	$25
Registration Fee[2] *(One-Time Fee)*	20%
Replacement Diploma/Certificate	$25
Return Check	$25
Subsequent Evaluations	$35
Term Late Enrollment[3]	$50
Commencement Ceremony *(Includes 4 guests)*	$165
Additional Guests – Fee Per Person	$30

1 Technology Fee will be applied to each course that a student enrolls into. This fee is non-refundable after the drop period and is waived for all active-duty U.S. service members.

2 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.)

3 A late fee of $50.00 is due for enrollments received after the Registration end date in cases where the student was not already enrolled in a course during the same term. Students currently enrolled in a term may add additional courses (not to exceed the Academic Course Load Policy) during the add/drop period without being charged a fee.

Rush/Ancillary Fees

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

Shipping and Handling Fees

Fees and shipping and handling charges are nonrefundable and are subject to change.

Automatic Credit Card Payment Plan

CSU offers an automatic credit card payment plan for students paying out-of-pocket. This plan allows students to spread tuition payments over time by having them automatically charged to a credit card on a pre-set schedule. Whether students would like to pay weekly, bi-weekly, monthly, or in full, CSU offers this special payment plan that gives students the power of choice. Using a scheduled automatic credit card payment option can help students fit education into their budget. It is important to note that regardless of the automatic payment schedule selected, the first payment will be charged the day that the enrollment is processed.

To be eligible for this plan, the student must:

- have declared an undergraduate or graduate degree as their academic goal,
- use a credit card as payment, and
- have an acceptable credit history with CSU (new students automatically qualify if the first tuition payment is approved).

Corporate Billing

Tuition is billed to the corporation responsible for funding an employee's tuition. Approved company or government vouchers or purchase orders must accompany Enrollment Agreements.

Military Educational Benefits

CSU is approved to offer Veterans Affairs (VA) benefits through Defense Activity for Non-Traditional Education Support (DANTES). In most cases, these benefits cover the entire cost of a program. Students approved for these educational benefits are to pursue tuition payment through required official documents.

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

- **Military Tuition Assistance**
- **Veterans Affairs Benefits**
- **DANTES Tuition Assistance**
- **VA Flex Payment Plan**

VA students may place a $99 down-payment for the first and/or second enrollment. Tuition must be paid in full prior to the third enrollment. This VA Flex Payment Plan is not available for Federal Student Aid, Tuition Assistance, Chapter 31, Chapter 33, or if receiving any other form of financial assistance.

Types Of Federal Student Aid Available

To be eligible for Federal Student Aid (FSA), students must be admitted to the university and meet the eligibility requirements as outlined by the U.S. Department of Education. FSA offers federal grant and loan programs administered by the U.S. Department of Education. CSU participates in the following grant and loan programs:

Federal Grant Program

- Pell Grants

Federal Direct Loan Program

- Direct Subsidized Loans
- Direct Unsubsidized Loans
- Direct PLUS Loans

For detailed information regarding FSA including eligibility, procedures for applying, awarding FSA, and loan counseling, students should access the Office of Financial Aid section of the website.

Tuition Assistance/DANTES

Tuition assistance is available to active duty, active Guard/ Reserve, and military and civilian personnel of the Army National Guard through the Defense Activity for Non-Traditional Education Support (DANTES). Tuition assistance covers the majority of tuition costs for most active-duty service members. Each branch of service has established an annual cap for tuition assistance.

Check with your installation education center for more information concerning how to apply for tuition assistance. Reserve component members are also eligible for tuition assistance under this policy. However, each service component has established specific guidelines, limits, and policies for its members that may be different than the typical active duty policy. Before registering for any courses, Reserve members should check with their local education services officer for specific information about the limits of their tuition assistance coverage.

If you are in the military and would like to learn more about DANTES, call (850) 452-1111 or visit the website at **http://www.dantes.doded.mil**.

VA Benefits

Tuition for students using VA benefits is due at the time of registration unless benefits are paid directly to CSU. In order for CSU to process a registration for students utilizing VA/GI Bill® benefits, all required forms must be submitted to VA and CSU. This helps ensure that benefits are paid in a timely manner. For information on the forms required to be submitted to VA, visit the Veterans Online Application website at https://benefits.va.gov/gibill/apply.asp.

Most Commonly Required Forms

Form	Use
VA Form 22-1990	Application for Education Benefits
VA Form 22-5490	Application for Survivors and Dependents Educational Assistance
VA Form 22-1995	Application for Change of Program or Place of Training
VA Form 22-5495	Application for Change of Program or Place of Training, Survivors and Dependents Educational Assistance

In addition to the aforementioned forms, students that have been discharged also need to submit DD Form 214. If you have additional questions regarding VA/GI Bill® benefits, please contact the CSU Admissions Department.

Disclosure For Students Utilizing VA Benefits: In accordance with Title 38 US Code 3679 subsection (e), CSU adopts the following additional provisions for any students using the U.S. Department of Veteran Affairs (VA) Post 9/11 G.I. Bill (Chapter 33), or Vocational Rehabilitation and Employment (Chapter 31) benefits, while payment to the institution is pending from the VA.

CSU will not:

- prevent the student's enrollment;
- assess a late penalty fee to;
- require student secure alternative or additional funding;
- deny their access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

However, to qualify for this provision, such students may be required to provide Chapter 33 Certificate of Eligibility (or its equivalent) or for Chapter 31, VA VR&E's contract with the school on VA Form 28-1905 by the first day of class.

Air University Associate-To-Baccalaureate Cooperative

CSU is proud to participate in the Air University Associate-to- Baccalaureate Cooperative (AU-ABC). This initiative allows an Airman with a specific Community College of the Air Force (CCAF) Associate in Applied Science (AAS) degree to transfer a minimum of 60 credit hours into an approved bachelor's degree program. Offered in a completely online format, this program guarantees that the CCAF graduate would require no more than 60 credit hours to complete the bachelor's degree with CSU. Please visit the CSU website for additional information.

Financial Assistance

To participate in the AU-ABC program, registrants must be active-duty Air Force, Air Force Reserve, or Air National Guard. However, degree requirements can be completed after a member retires or separates from the service. For more information, including available degree programs, please visit the Air Force Virtual Education Center on the Air Force Portal.

Scholarships

At CSU, we recognize the importance of a quality education and are dedicated to helping you find a way to achieve your higher education goals.

Several scholarships are available, such as the:

- Robert G. Mayes Memorial Scholarship
- Hero Behind the Hero Scholarship
- Learning Partner Scholarship

Students should complete the online application for the scholarship they wish to be considered for. Applying does not guarantee that a scholarship will be awarded. Scholarships have varying deadlines and application requirements. Actual award criteria are established annually based on the availability of scholarship funds. For detailed information, please visit the CSU Scholarships section of the website.

CSU Partner Scholarships

For detailed information, please visit the CSU Partner Scholarships section of the website.

We also encourage students to submit a Free Application for Financial Student Aid to determine additional resources that may be available to help fund their education.

Enrollment Status Requirements

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

	Credit Hours		
	Associate & Bachelor	MS & MBA	Doctoral
Full-Time	6 +	3 +	2 +*
Half-Time	3	N/A	1

**Doctoral students may to take up to 6 credit hours of didactic courses simultaneously.*

Tuition Refund Policy

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** located in the myCSU Student Portal; however, students may withdraw in any manner by contacting the Office of the Registrar. Any refunds due will be issued within 30 calendar days. All students who drop/withdraw from a course after the drop date (7 calendar days) will be charged a one-time 20% 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.

Note: Refunds may be reduced by the cost of the textbook (see Textbook and Course Material Policy).

Table 1 displays the percentage of tuition returned to the student minus the application and/or registration fee after the listed time frames.

Table 1 – Percent Return

*Percent return is effective after the timeframe.

Time Frame*	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 2 denotes the institutional charges. Table 3 is a sample refund calculation.

Table 2 – Institutional Charges

Tuition Rates Effective Until 06/30/2023	
CSU Institutional Charge	Amount
Tuition *(3-Credit Undergraduate Course)*	$735
One-Time Registration Fee – 20%	($147)

Tuition Rates Effective as of 07/01/2023	
CSU Institutional Charge	Amount
Tuition *(3-Credit Undergraduate Course)*	$810
One-Time Registration Fee – 20%	($162)

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:

Tuition Rates Effective Until 06/30/2023	
CSU Institutional Charge	Eligible Refund
Tuition *(3-Credit Undergraduate Course)*	$735
One-Time Registration Fee – 20%	($147)
Net Remaining Tuition	$588
Refund Percentage	80%
Eligible Refund	$588 * 80% = $470.40

Tuition Rates Effective as of 07/01/2023	
CSU Institutional Charge	Eligible Refund
Tuition *(3-Credit Undergraduate Course)*	$810
One-Time Registration Fee – 20%	($162)
Net Remaining Tuition	$648
Refund Percentage	80%
Eligible Refund	$648 * 80% = $518.40

Note: Refunds may be reduced by the cost of the textbook. See Textbook and Course Material Policy.

State Of California, Student Tuition Recovery Fund

If you are a California resident, please review the following disclosure. The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to:

Bureau for Private Postsecondary Education
1747 North Market Blvd., Suite 225, Sacramento, CA 95834 (916) 574-8900 or (888) 370-7589

To be eligible for STRF, you must be a California resident or be enrolled in a residency program, have prepaid tuition, have paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or you were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court based on a violation of this chapter by an institution or representative of an institution but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within 4 years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than 4 years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original 4-year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.

POLICIES

Academic Course Load Policy

Full-Time Course Load

Columbia Southern University considers a full-time course load in a nine-week period to be six credit hours for undergraduate and three credit hours for graduate.

Graduate and undergraduate students may take up to three additional credits over a full-time course load per enrollment period, which equals a maximum load of nine credit hours for undergraduate students and six credit hours for graduate students.

Course Load Allowance Beyond Allowed Credit Hours

To request a course load allowance beyond the allowed credit hours, students in good standing must work closely with their assigned Academic Advisor to develop a plan that will lead to success. Upon submission of each enrollment request, the Academic Advisor may approve the course load allowance for a maximum of twelve concurrent credit hours for undergraduate and nine concurrent credit hours for graduate. Courses with an Incomplete grade are considered in the requested load allowance. Students are considered "in good standing" when the following requirements are met:

- Has successfully completed at least 12 credit hours (undergraduate), or 6 credit hours (graduate) at CSU in their current degree program
- Has a minimum GPA of 3.0
- Successfully adheres to CSU's Institutional Academic Progress Policy

The College Dean, Vice Provost of Academic Affairs, or Provost may approve exceptions to the policy and/or course load allowance appeal decisions.

Accelerated Pathways

Students enrolled in undergraduate accelerated pathways may enroll in 12 credit hours at the time of initial enrollment. Students are required to maintain satisfactory academic progress as described in the Institutional Academic Progress Policy.

Note: Students enrolled in doctoral programs should refer to the Doctoral Academic Course Load Policy.

Academic Credit Policy

TCSU utilizes the Carnegie unit to measure credit hours. Specifically, a one (1) credit hour requires a minimum of 45 hours of student work with one-third of the time (15 hours) focused on academic engagement and two-thirds of the time (30 hours) focused on student preparation. For a three-credit hour course, a minimum of 135 hours of student work is required divided between 45 hours of academic engagement and 90 hours of student preparation.

Academic Integrity Policy

Academic Integrity Definition

Ethical behavior and conduct are essential to a successful academic career. Students, faculty, and staff must commit themselves to the highest standards of honesty, fairness, and responsibility. Therefore, any deviation from these standards is a breach of the ethics that ensures the quality of CSU's academic programs, and thus, is a violation of CSU's Academic Integrity Policy.

Academic integrity demonstrates intellectual honesty by avoiding incidents of cheating, plagiarism, and self-plagiarism (unless otherwise approved). CSU has established the following definitions:

- **Plagiarism** is representing the words, ideas, or works of an author without giving proper attribution to sources used through in-text citations and references.

- **Cheating** is using or attempting to use unauthorized materials, information, study aids, or other information to fulfill scholastic requirements with the intent to defraud. Cheating includes, but is not limited to: contract cheating, submission of another student's work, purchasing assignments, collusion, or submitting an assignment with the intent to defraud.
- **Self-plagiarism** is submitting previously submitted course work without prior professor approval.

CSU uses the Publication Manual of the American Psychological Association (APA) (current edition) when assignment instructions indicate APA format is required. The APA manual presents explicit style requirements for students, which provides a standardized style format for written assignments while ensuring proper attribution is given to sources used in academic work through in-text citations and references. Resources to assist students in complying with APA standards are located in the myCSU Student Portal under the Resources tab.

CSU students agree to an Honor Pledge through the submission of each course enrollment.

> *I promise that I will not be involved in cheating, plagiarism, fabrication, or misrepresentation of sources while enrolled as a student at Columbia Southern University. I have read the Academic Integrity Policy, which outlines disciplinary procedures that will result from failure to comply with this policy. I understand that violation of the Academic Integrity Policy will result in disciplinary action, outlined within the policy.*

Violations of the Academic Integrity Policy include, but are not limited to:

- Using unauthorized materials, or receiving unauthorized assistance in connection with any work completed or submitted
- Presenting the work or ideas of another as one's own without proper acknowledgment of the source, whether that material is paraphrased or copied in the verbatim or near-verbatim form
- Sharing, selling, buying, or uploading work or information related to any graded assignments
- Using another student's graded work to complete an assignment(s)
- Resubmitting, in whole or any portion of, a previously written work by the student without professor consent
- Using sources deemed as inappropriate by the University such as
    - Internet essay/paper generators
    - Homework assistant websites
    - Artificial intelligence, such as ChatGPT
- Using an alternate, stand-in, or proxy during an examination

Violations to the Academic Integrity Policy are a very serious matter, are officially documented in the student's record, and preclude students from graduating with honors. Students found in violation of this policy are subject to disciplinary action based on the type of violation. Violations are cumulative throughout the students' tenure at CSU. Violations that occur during a final examination are also included in the cumulative number of violations and are subject to the same sanctions outlined herein. Dropping or withdrawing from a course in which there is an Academic Integrity violation does not void the violation.

Sanctions include but are not limited to:

- Point(s) deduction
- Assignment failure
- Course failure
- Probation
- University dismissal
- Degree revocation

The following procedures are followed to address situations wherein students exhibit behavior in violation of academic integrity standards. Matriculation from one offense to the next is based upon formal notification from the University. Please note: CSU reserves the right to amend the procedure as appropriate based upon the severity of the violation.

Plagiarism

Students found guilty of plagiarism, as defined within this policy, will receive sanctions as outlined below. Sanctions are issued at the discretion of the course professor, College Dean, Vice Provost for Academic Affairs, or Provost:

First Offense
Students are permitted to resubmit the assignment in question within 14 calendar days. The course professor has the authority to decide whether resubmission of work and/or a penalty of up to one letter grade will be applied.

Second Offense
Students receive a zero on the assignment in question with no opportunity to resubmit and are placed on Academic Integrity Probation for 12 credit hours.

Third Offense
Students receive a course failure, are placed on Academic Integrity Probation for 12 credit hours, and are required to complete a training module with the Office of Student Resolution and Conduct within four weeks of notification. Students who fail to complete the required training module are referred to the college dean/associate dean of the student's degree program for additional sanctions.

Fourth Offense
Students are dismissed from the University.

Cheating
Students who choose to participate in cheating, as defined within this policy, will receive sanctions as outlined below. Sanctions are issued at the discretion of the course professor, College Dean, Vice Provost for Academic Affairs, or Provost.

First Offense
Students receive a zero on the assignment in question, are placed on Academic Integrity Probation for 12 credit hours, and are required to complete a training module with the Office of Student Resolution and Conduct within four weeks of notification. Students who fail to complete the required training module are referred to the college dean/associate dean of the student's degree program for additional sanctions.

Second Offense
Students are dismissed from the University

Academic Integrity Probation
Students are placed on Academic Integrity Probation for 12 credit hours (unless otherwise specified) wherein they must exhibit integrity throughout their coursework and complete aforementioned training module. Students may also be limited to enrolling in one course at a time if it is determined necessary.

Students are removed from Academic Integrity Probation after 12 credit hours (unless otherwise specified) provided they have not received additional academic integrity-related infractions during their probationary status. Students who fail to complete their probationary status without academic infractions and/or fail to complete the required training module are referred to the college dean/associate dean of the student's degree program for additional sanctions, up to and including dismissal.

There is no statute of limitations that precludes the University from acting on the discovery of alleged violations. Discovery may take place during an active course enrollment, after the course has ended, or after the student has graduated. Academic integrity violations discovered after degree conferral, are reviewed by the provost/chief academic officer who renders a final decision.

Students found in violation of the Academic Integrity policy may contest the infraction by following the process outlined within the Academic Complaint and Grievance Policy.

Exceptions to the Academic Integrity Policy, and all items encompassed within, must be approved by the College Dean, Vice Provost of Student Affairs, Vice Provost of Academic Affairs, or Provost.

Academic Program Improvement Policy

The University regularly performs comprehensive reviews of its academic programs (courses, concentrations, certificates, or full degree programs) and considers the current needs of students and industry. As a result, academic leadership may determine improvement or discontinuation of an academic program is necessary.

New programs or improvements to existing programs are approved through the Institutional Decision Procedures, Track II, Academic Affairs Curriculum Improvement Procedures. A subcommittee of the New Program Launch Committee convenes to prepare and discuss the launch and communication plans. The subcommittee ensures the communication plan is carried out. New or changed programs will be relayed using approved University communication mediums.

Teach-Out Plan

A Teach-Out Plan is developed for all discontinued programs to provide eligible, enrolled students with information, support services, and an appropriate schedule for the successful completion of their program. Eligible students are those actively enrolled or registered in the program scheduled for discontinuation.

The Office of the Registrar notifies students via email before the program is no longer available for enrollment registration. This notification will include active students who may need to repeat program requirements. Active students who do not respond to the teach-out notification may be required to change programs once the program is discontinued. Students readmitted to the University are required to choose a different program after the final enrollment registration period of the discontinued program.

Academic Records Privacy Policy

CSU is responsible and accountable for protecting the privacy of students enrolled in its distance education programs and as required by the Family Educational Rights and Privacy Act of 1974 (FERPA). The purpose of this policy is to provide written procedures CSU takes to effectively provide this protection.

Procedures for Protecting Distance Learning Student Privacy

- CSU protects the privacy of all its distance learning students through the strict adherence to the rules of FERPA. The official FERPA statement is available for student and public view through the CSU website. All CSU employees and faculty complete required annual training in FERPA rules and acknowledge by signing a Confidentiality Notice.
- Students may wish to authorize consent to share student record information with another individual. In this case, a FERPA consent form must be on file and the person authorized consent may only access information by providing an assigned password. Consent only provides authorization to release information, not to take action on a student record. Students may also revoke the release of student record information.
- CSU students are assigned a secure, individual Student Identification Number (SID) and password upon enrollment. These assigned identifiers are used to access Blackboard, CSU's Learning Management System (LMS), to complete coursework and myCSU Student Portal to access grades and related information. Students who contact the University by phone, chat or email must provide this information and a second source of personally identifiable information in order to discuss matters pertaining to their student record. Students may refer to the Student Identity Verification Policy to learn more.
- Information contained within the CSU Student Information System (SIS) is also viewed as sensitive, personally identifiable information and the University makes reasonable efforts to ensure all information contained within is secure from modifications or deletion by unauthorized personnel. In addition, employees who do not have a vested interest to perform a relative job function are not granted access to information contained in the SIS. Servers containing the SIS are located in a secure environment.

The Office of the Registrar is responsible for the privacy of all CSU student record information. Students who wish to discuss privacy of student records, FERPA, or wish to express concern may contact the office at Registrar@columbiasouthern.edu or 877.316.0219.

Accommodation For Disabilities Policy

It is the policy of CSU to provide reasonable educational accommodation(s) for persons defined as disabled under Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, as amended, and all other local and state requirements. A request for accommodations will be granted provided that it is based on individual needs, does not compromise the basic

requirements of the course or degree program, and does not require a financial burden on CSU beyond what is viewed as customary and reasonable.

It is the student's responsibility to self-disclose a disability to the Office of Disability Services and provide the appropriate documentation if requesting specific educational accommodations. Although students may register for disability services at any time during a degree program, the time required for accommodation provision can vary with the type of request, so a general recommendation is to submit the request and documentation at least six weeks in advance.

For questions regarding the services provided through the Office of Disability Services, please see our **Office of Disability Services Handbook** or contact us by phone or email at 1-888-785-3005 or **disabilityservices@columbiasouthern.edu**.

Assignment Make-Up Policy

CSU delivers curriculum through a variety of assignments and methodologies. Assignments are unique and carry specific submission requirements. Assignment submission information is provided in the assignment instructions in each course. The CSU Technical Support Department is available to assist students in resolving technical issues. Students should refer to the Technology Requirements located in the myCSU Student Portal.

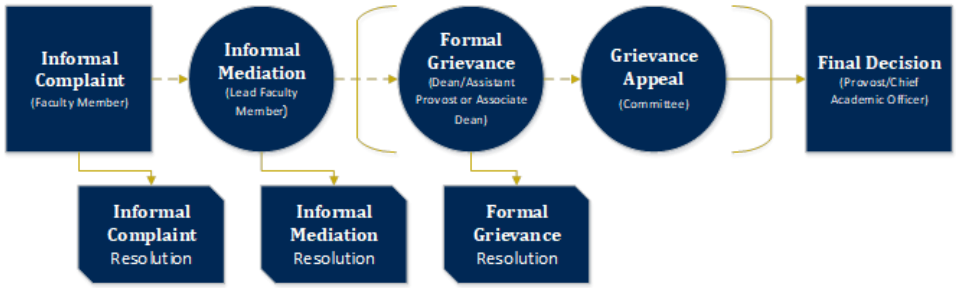
Due dates must be met as outlined in each course. However, a one-week grace period is granted on all due dates in Units 2-7 to allow additional flexibility, when needed. If students need additional time outside of the grace period or for Units I or VIII, they are encouraged to contact the course professor directly. Special consideration may be granted by the course professor to make-up or re-submit an assignment. Students should follow the specific instructions or assignment due dates for make-up work. Requests should be emailed to the course professor prior to the course end date. The course professor will review and render a decision based upon the merits of the case.

Exceptions to the policy may be made by the College Dean, Vice Provost of Academic Affairs, or Provost.

Academic Complaint And Grievance Policy

Columbia Southern University (CSU) acknowledges that students have the right to seek a remedy for a dispute or disagreement through a comprehensive complaint procedure. The purpose of the Academic Complaint and Grievance policy is to provide students with a pathway to have a complaint reviewed and a resolution rendered, within the academic or classroom context. An academic complaint is based on a case or circumstance that the student feels violates a published policy, syllabus, or rubric. Academic complaints include, but are not limited to, academic integrity, grading, feedback, etc.

The process to file an academic complaint is as follows:



Informal Complaint

Within five business days of the specific occurrence, the student may provide the faculty member (whom the complaint is against) with a clearly written complaint that includes the specific policy, syllabus item, and/or rubric information that has been allegedly violated. The faculty member is responsible for reviewing the complaint and providing a response in writing to the student within three business days.

If the complaint is related to the lack of email response of the faculty member, the student should make a final attempt to contact the faculty member and allow 48 hours for response prior to moving to Informal Mediation.

Informal Mediation

If the resolution rendered remains unsatisfactory upon receiving the faculty member's response, the student may contact the lead faculty member* of the course within five business days of the informal complaint response. The student will provide the lead faculty with the faculty member's response and the specific policy, syllabus item, and/or rubric information that has allegedly been violated. The lead faculty is responsible for reviewing/investigating the complaint and providing a written response to the student within three business days.

*Students may contact the Office of Student Resolution and Conduct to gain understanding and contact information for the appropriate lead faculty member.

Formal Grievance

If the resolution rendered remains unsatisfactory upon receipt of a response from the lead faculty member, within 10 business days the student may submit a formal letter to Grievance@columbiasouthern.edu outlining their grievance to be formally recorded by the institution. The student will be responsible for providing dates and documentation wherein they attempted an informal resolution for their complaint. The grievance will be provided to the dean/assistant provost or associate dean responsible for the course in question. The dean/assistant provost or associate dean will notify the faculty member that a formal grievance has been received and may choose to schedule a phone/virtual conference with the student and faculty member in order to gain more details regarding the formal grievance. The dean/assistant provost or associate dean is responsible for reviewing/investigating the formal grievance and providing a written response within 10 business days of receiving the formal grievance.

Grievance Appeal

If the resolution rendered remains unsatisfactory upon receipt of a response from the dean/assistant provost, the student may submit a formal letter within 10 business days to Grievance@ColumbiaSouthern.edu outlining the desire to appeal the grievance decision and request a hearing before the Academic Grievance Appeals Committee. The student must submit all evidence to support that informal and formal processes have been completed, in addition to a clearly articulated expected outcome.

The Academic Grievance Appeals Committee shall be comprised of:

- Vice Provost for Student Affairs, Chair
- Vice Provost for Academic Affairs
- Vice Provost for Institutional Effectiveness, Planning, and Compliance

In addition to the aforementioned committee, a member of faculty will be brought in as an advisor but will not serve as a member of the committee.

A virtual/in-person hearing shall be scheduled within 15 days of receipt of the grievance appeal. During the hearing, the student will be required to present their perspective to the committee. The Office of Student Resolution and Conduct will be responsible for scheduling the hearing with the committee, student, and faculty member. The faculty member will be present to provide rationale for the decision rendered. Within five business days of its conclusion, the committee will provide a formal recommendation to the provost/chief academic officer. The provost/chief academic officer will make a final decision and a written decision will be provided to the student within five business days of receipt of the Academic Grievance Appeals Committee's recommendation. The decision of the provost/chief academic officer shall be the final action taken by the institution.

Students who wish to file a complaint as a result of discrimination or harassment on the basis of protected class status, and/or allegations of retaliation should review the Equal Opportunity, Harassment, and Non-discrimination policy and follow the steps outlined therein.

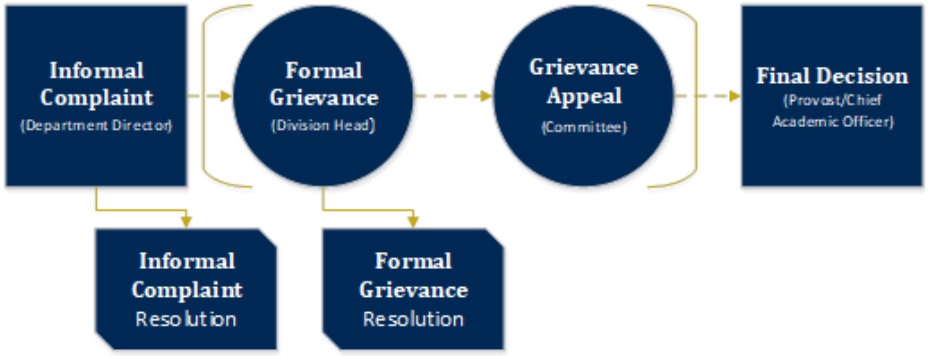
Students who wish to file a complaint with an external agency may review agency contact information on the CSU Website. Students are encouraged to proceed through university processes before filing a complaint with an external agency.

Non-Academic Complaint and Grievance Policy

Students have the right to seek a remedy for a dispute or disagreement through a comprehensive complaint procedure. The Non-Academic Complaint and Grievance policy provides students with a pathway to have a complaint reviewed and a resolution rendered, for situations that arise outside the context of the classroom. A non-academic complaint is based on a case or circumstance that the student feels violates a published policy, procedure, or agreement made between the student and the institution. Non-academic complaints include, but are not limited to: financial decisions*, refunds, honors status, disparate treatment, etc.

*Satisfactory Academic Progress (SAP) and any other appeal that has a separate policy/procedure is excluded from this policy.

The process to file a non-academic complaint is as follows:



Informal Complaint

Within five business days of the specific occurrence, the student may provide the department director** with a clearly identified complaint. The written complaint should include the specific policy/agreement that has been violated, and their desired resolution. The department director will review/investigate the complaint and provide a written decision to the student within three business days.

**Students may contact the Office of Student Resolution and Conduct to gain understanding and contact information for a specific department director.

Formal Grievance

If the student considers the resolution unsatisfactory, the student may submit a formal letter, within 10 business days, to Grievance@columbiasouthern.edu, which must outline their grievance to be formally recorded by the institution. The student will provide dates and documentation wherein they attempted informal resolution for their complaint. The formal grievance is provided to the appropriate division head for review and investigation. The division head notifies the department director that a formal grievance has been received. The division head provides a response to the student within 10 business days. However, he/she may choose to schedule a phone/virtual conference with the student and department director to gain additional details regarding the formal grievance.

Grievance Appeal

If the student considers the resolution unsatisfactory, the student may submit a formal grievance letter, within 10 business days, to Grievance@ColumbiaSouthern.edu, which must outline the desire to appeal the grievance decision and request a hearing before the Non-Academic Grievance Appeals Committee. The student must submit all evidence to support that informal and formal processes have been completed, in addition to a clearly articulated expected outcome.

The Non-Academic Grievance Appeals Committee shall be comprised of:

- Director of Student Resolution and Conduct, Chair
- Vice Provost for Student Affairs
- Vice Provost of Institutional Effectiveness, Planning, and Compliance
- Associate Vice President of Finance

A virtual/in-person hearing will be scheduled within 15 days of receipt of the grievance appeal wherein the student will be required to present their perspective to the committee. The Office of Student Resolution and Conduct will schedule the hearing with the committee, student, and department director. The department director will provide rationale for the decision rendered. The committee will review the evidence and conduct the hearing, at which time the Chair provides a formal recommendation to the Provost within 5 business days of the hearing. The Provost provides a written decision to the student within 5 business days thereafter. The decision of the Provost is the final action taken by the institution.

Students who wish to file a complaint as a result of discrimination or harassment on the basis of protected class status, and/or allegations of retaliation should review the Equal Opportunity, Harassment, and Non-discrimination policy and follow the steps outlined therein.

Students who wish to file a complaint with an external agency may review agency contact information on the CSU Website. Students are encouraged to proceed through the university processes before filing a complaint with an external agency.

Course Access Policy

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

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

Course Add Policy

Columbia Southern University (CSU) grants currently enrolled students the ability to enroll in additional courses, subject to the Academic Course Load Policy, up to six calendar days after a course start date. Students will not pay a late enrollment fee during the add-period when an existing enrollment is on file for the same time frame.

If an enrollment is not on file prior to the Registration End Date, the student will be charged a $50 late enrollment fee to enroll in one or more courses. Students should refer to the current Registration timelines in the Academic Calendar, located on the CSU website.

Course Completion Policy

Final course grades are calculated utilizing the sum of weighted scores assigned to each course assignment. Students are encouraged to complete all assignments within a course.

Course assignments not completed by the original or adjusted course end date are assigned a grade of zero (0) unless students request an Incomplete (I), Incomplete for Special Circumstances (ISC) or withdraw from the course (See Incomplete Grading Policy).

Students who plan to withdraw from a course should review the Official Course Drop/Withdrawal Policy and contact their academic advisor prior to submitting a withdrawal request. Note, academic and financial consequences may occur if students withdraw after week one of the course.

Exceptions to the Course Completion Policy, and all items encompassed within, must be approved by the College Dean, Vice Provost of Academic Affairs, or Provost.

Course Retake Policy

Undergraduate students must earn a cumulative GPA of 2.0 or higher. Students who earn a "D" or below may be required to repeat a course to satisfy program requirements.

Graduate students must earn a cumulative GPA of 3.0 or higher. A course in which students earned a grade below "C" must be repeated at CSU. Students may be required to repeat a course with a grade of "C" to satisfy graduation requirements.

When students repeat a course, the original course is issued a grade of "R" upon completion of the course retake. If a course must be repeated to satisfy GPA requirements for graduation and the previously earned grade is normally considered passing, the course retake is eligible for Federal Student Aid (FSA) one time, provided the student is eligible for FSA.

Doctoral Academic Course Load Policy

Doctoral programs consist of two phases. Phase one, didactic courses, fulfill the major requirements and applicable concentrations, where available. Phase two fulfills the doctoral research study or dissertation.

Didactic Course Load

Didactic courses are three credit hours each. A full-time load is considered one or more didactic courses.

Doctoral Research Study/Dissertation Course Load

Research Study/Dissertation courses are one credit hour each. A full-time load during this phase is considered two or more courses.

Funding Considerations

Students interested in the use of alternative funding, such as corporate, military, or other sources, should review the related information and policies to determine the appropriate number of credit hours allowed for full financial benefits.

Exceptions to the Doctoral Academic Course Load Policy, and all items encompassed within, may be approved by the College Dean, Vice Provost of Academic Affairs, or Provost.

Doctoral Candidacy Status Policy

Students earn Doctoral Candidacy Status following the successful completion of all didactic coursework, which the Office of the Registrar verifies.

Doctoral Graduation Requirements Policy

Students must successfully complete all degree requirements, as follows. Students have:

- completed all required didactic and research study/dissertation courses with passing grades.
- met the minimum GPA requirements.
- successfully defended the dissertation.
- met all financial obligations to the institution.
- all official transcripts on file.

Honors designation is not awarded for doctoral programs. A grade of "C" is considered the minimum passing grade. However, students may be required to repeat a course in which a "C" is earned if this grade results in a substandard cumulative GPA.

Upon approval of a successful dissertation defense, students are eligible to apply for graduation by submitting a Petition for Graduation.

Exceptions to the Doctoral Graduation Requirements Policy, and all items encompassed within, must be approved by the College Dean, Vice Provost of Academic Affairs, or Provost

Doctoral Institutional Academic Progress Policy

Academic standards of performance are established to ensure satisfactory progress toward a degree. These performance standards form a basis for the following academic classifications:

- Good Standing
- Academic Probation
- Academic Dismissal

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

Good Standing (Active)

Students must maintain a minimum cumulative GPA of 3.0 to be in good standing. Students performing research in support of their dissertation must maintain successful academic progress.

Academic Probation

The University may place students on academic probation under the following circumstances:

- Cumulative GPA falls below 3.0
- Unsatisfactory Progress ("U") in a dissertation research course
- Withdrawal from the same course twice
- Repeat pattern of consecutive withdrawals from courses impeding academic progress

The Office of the Registrar specifies the conditions of academic probation to students in writing.

Students placed on academic probation due to a cumulative GPA below 3.00 are allowed 6 credit hours to raise the GPA to 3.0 or higher. A student placed on probation due to receiving a "U" in a dissertation research course must receive an "S" in the next dissertation research course. Students placed on probation for repeated withdrawals from the same course must complete the course on the third attempt. Students must demonstrate academic progress and avoid repeated patterns of withdrawing from courses to avoid academic dismissal.

Academic Dismissal

Students successfully progress through a doctoral program in a timely manner; therefore, academic dismissal due to substandard academic performance is final. The University will dismiss a student from the program under the following circumstances:

- Students do not achieve a cumulative GPA of 3.0 or higher at the conclusion of the probationary period
- Students withdraw from the same course three times
- Students earn two consecutive grades of "U" in dissertation research courses

Appeal Process

Students dismissed from a doctoral program for earning consecutive "U" grades in dissertation research courses may submit a written appeal via email, within ten business days of the date the decision was sent. The written appeal must clearly state the reasons and remedy sought.

The Academic Program Director will appoint three faculty to an ad hoc Appeals Board to evaluate the appeal. The Appeals Board composition will consist of the Lead Faculty of the doctoral program, acting as chair, and two faculty members unrelated to the student's committee.

The Appeals Board will review all submissions, obtain additional information and opinions if necessary, and provide the student with a written response within ten business days of receipt. The Academic Program Director will receive a copy of the response. The findings and recommendations of the Appeals Board are final.

Exceptions to the Doctoral Institutional Academic Progress Policy, and all items encompassed within, may be approved by the College Dean, Vice Provost of Academic Affairs, or Provost.

Doctoral Leave of Absence Policy

Doctoral students who are unable to maintain continuous enrollment may apply for a temporary Leave of Absence (LOA). Students are eligible for one (1) LOA per 12-month period.

Students may apply for an LOA by contacting their academic advisor and completing the Leave of Absence Request Form. Administrative staff will review the request and notify students of the decision within 10 business days of the submission.

The University does not grant an LOA in the middle of a term. Students enrolled in a term are expected to complete all courses and may apply for an LOA to begin at the start of the next term. Students unable to complete a course(s) within the enrollment period may request an Incomplete or withdraw from the course(s).

Note: If the student wishes to withdraw, the University may require a Return of Title IV calculation.

Students are not required to apply for re-admission to the University upon return from an LOA. For purposes of Title IV Federal Financial Aid, students on an LOA are considered withdrawn from the University. Therefore, federal student loans are not eligible for an in-school deferment.

Military/Special Services Leave of Absence Provision
Doctoral students may request a provisional LOA for a designated deployment period up to 12 consecutive months. Students may apply for an LOA by contacting their academic advisor and completing the Leave of Absence Request Form. Students must also provide supporting documentation regarding the nature and period of deployment from their commanding officer or supervisor. If the military or special services deployment occurs during a course(s), policy requires students to withdraw from the course(s) or request an Incomplete for Special Circumstances.

Exceptions to the Doctoral Leave of Absence Policy, and all items encompassed within, must be approved by the Dean of the College, Vice Provost of Academic Affairs, or Provost.
Note: Students enrolled in Dissertation/Research courses are not eligible for the Incomplete for Special Circumstances and must work with their dissertation chairs regarding any special circumstances that arise during this period of their programs.

Doctoral Time Limits Policy

Doctoral students are expected to complete their program in no fewer than three years and no more than seven years from the date of initial enrollment. Students must meet the following program milestones:

- Complete all didactic coursework within four years
- Successfully defend the dissertation within three years of completing didactic coursework

In some cases, due to extenuating circumstances, students may appeal the milestone time limits, not to exceed ten years from initial enrollment in their program. The Academic Program Director will appoint an ad hoc Appeals Board, which consists of the Lead Faculty of the doctoral program, acting as chair, and two faculty members unrelated to student's committee.

Students must submit a formal appeal letter to the Academic Program Director. The written appeal must clearly state the reason(s) and remedy sought. The Appeals Board will review all submissions, obtain additional information if necessary, and provide the student with a written response within ten business days of receipt. The Academic Program Director will receive a copy of the response.

The findings and recommendations of the Appeal Board are subject to review or exception made by the College Dean, Vice Provost for Academic Affairs, or Provost.

Drug & Alcohol Prevention Program

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

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

Drug and Alcohol Policy

I. Standards of Conduct

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

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

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

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

A. State Laws and Sanctions

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

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

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

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

- **http://alisondb.legislature.state.al.us/alison/codeofalabama/1975/coatoc.htm** — Public Intoxication
  Section 13A-11-10

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

B. Federal Laws and Sanctions

United States Code Title 21, Chapter 13, Section 812 establishes classifications of controlled substances and is located at **http://uscode.house.gov/view.xhtml?path=/prelim@title21/chapter13&edition=prelim.**

Section 841 makes it unlawful to manufacture, distribute, or dispense, or possess with intent to manufacture, distribute, or dispense, a controlled substance or a counterfeit substance. Federal penalties for controlled substances can be found at **https://www.dea.gov/drug-information**.

C. Local Ordinances

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

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

Drug and Alcohol Prevention Program

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

Health Risks

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

Other Resources

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

Below is a list of local and national organizations dedicated to providing information and suggestions.

Addiction Center

https://www.addictioncenter.com/

Alabama Department of Public Health

www.adph.org

National Institute on Drug Abuse

General Link/Address: **www.nida.nih.gov**
Specific Link/Address on Club Drugs: **https://www.drugabuse.gov/drugs-abuse/club-drugs**
310.443.1124

National Institute on Alcohol Abuse and Alcoholism

www.niaaa.nih.gov

Substance Abuse and Mental Health Services Administration (SAMHSA)

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

General Address
https://www.samhsa.gov/

Specific Address for Treatment Programs
findtreatment.samhsa.gov

Phone
800.729.6686

Alcoholics Anonymous

http://www.aa.org/

Narcotics Anonymous
www.na.org

Drug Convictions Policy

Under federal law, a student who has been convicted of the sale or possession of illegal drugs under any federal or state law during a period of enrollment for which the student was receiving financial aid (grant, loans, and/or work-study) is not eligible for federal student aid. To view the policy, please visit the Drug Convictions Policy online.

Family Educational Rights & Privacy Act (FERPA) Policy

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

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

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

Requests by students to inspect, review, or amend must be submitted in writing and identify the information below.

- Record the student wishes to inspect
- Signature and date

For requests to amend, students must clearly identify the portion of the educational record the student is requesting be changed and specify why the record should be changed. If the requested change is not approved, the student will be notified of the University's decision and the student's right to a hearing. FERPA regulations now allow the request to be submitted electronically.

Students are informed of those instances where FERPA authorizes disclosure without consent in the university catalog information (electronically and in print).

However, FERPA allows schools to disclose student records, without consent, to the parties listed below.

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

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

Personally identifiable information (or non-releasable information) includes all information not defined as directory information and may not be released without the express written consent of the student.

The Consent to Release must:

- identify and authenticate a particular person as the source of the consent (whether in writing or transmitted electronically) and
- indicate that person's approval of the information contained in the electronic consent.

Students may control the release of directory information by completing the **CSU Request to Revoke Directory Information Release Form**. Upon receipt of this form, a Privacy Hold will be placed on the student's record.

To Whose Record Does the Act Apply?

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

To What Records Does the Act Apply?

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

Enforcement and Penalties

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

FERPA Compliance

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

Family Policy Compliance Office

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

Contact Us

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

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

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

For complete FERPA information, visit the FERPA section of the website.

Grading Policies

Columbia Southern University's (CSU) grading system uses the following scale to determine final course grades, which are recorded on the CSU transcript, unless otherwise noted.

Table A – Grading System

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

Grading Scale		Quality Points Per Credit Hour	Included in Cumulative GPA	Counted Toward Hours Attempted to Determine SAP
A	90-100	4.00	Yes	Yes
B	80-89	3.00	Yes	Yes
C	70-79	2.00	Yes	Yes
D	60-69	1.00	Yes	Yes
F	59-0	0.00	Yes	Yes
W	Withdrawn	0.00	No	Yes
W/F	Withdraw/Fail	0.00	Yes	Yes
I	Incomplete or Extension	0.00	No	Yes
IP	In Progress	0.00	No	No
R	Retake	0.00	No	Yes
DN*	Dropped for Non-Attendance	0.00	No	No
DP	Dropped from Course	0.00	No	No
DC*	Institutional Drop	0.00	No	No
S	Satisfactory Progress	0.00	No	Yes
U	Unsatisfactory Progress	0.00	No	Yes

**Not recorded on the CSU transcript.*

Final Course Grade Descriptions – Table A

A, B, C, and D generate quality points, are included in the cumulative grade point average (GPA) and are calculated as attempted hours to determine Satisfactory Academic Progress (SAP).

W, I, IP, R, DN, DP, DC, S, U, and do not generate quality points and are not included in the cumulative GPA. However, grades of W, I, R, S, and U are calculated as attempted hours to determine SAP.

F and W/F do not generate quality points, are included in the cumulative GPA, and are calculated as attempted hours to determine SAP.

When a student is in the process of completing a course during original course start and end dates, a grade of IP is assigned as a placeholder until an earned grade is determined.

When a student is granted an Incomplete, a grade of I is assigned as a placeholder until an earned grade is determined.

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

Functional scoring rubrics are established for all assignment types (e.g., research paper, case study, article critique). Faculty apply the rubrics to evaluate the assignments and enter the scores and feedback directly into the rubric. Students may access assignment rubrics within each course unit in the learning management system.

Non-functional scoring rubrics are established for written response assessment items and discussion forums. Faculty apply these rubrics in scoring the items and provide summative feedback in the "Feedback to Learner" section, which is found in the gradebook.

- The written response rubric is found in the unit assessment directions.

- The discussion forum rubric is found in the Unit I Discussion Board

Grading Timeframes

CSU requires all assignments to be graded in a timely manner, as follows.

- Undergraduate and Master's program assignments: allow up to a five-day grading period
- Doctoral program assignments: allow a seven-, ten-, or fourteen-day grading period.

Note: Extenuating circumstances may cause a delay in grading. Students are informed of any grading delays by the appropriate faculty or staff.

Assignment Submission Timeframes

The following list defines information regarding expectations for CSU student submissions:

- Weekly course assignments are expected to be submitted during the week they are assigned.
- Posts to the Discussion Board prompt are expected to be submitted by Saturday, 11:59 PM CT
- Response to another student's post within the discussion board forum are expected to be submitted by Tuesday, 11:59 PM CT.

Contesting Grades

Students who feel an awarded grade is inconsistent with published policy, course syllabi, rubric item, or assignment requirements should address the grade with their faculty member during the course. At the conclusion of the course, if the student remains dissatisfied with the rendered grade, the student may contest the grade by following the steps outlined within the Academic Complaint and Grievance Policy.

Exceptions to the Grading Policies, and all items encompassed within, must be approved by the Dean of the College, Vice Provost of Academic Affairs, or Provost.

Related Policies

Students are expected to meet participation requirements and should refer to the Participation Policy. Students interested in federal student aid eligibility should familiarize themselves with the Satisfactory Academic Progress Policy. Students interested in learning more about incomplete grades should refer to the Incomplete Grading Policy.

Graduation Requirements Policy

Students are required to complete all degree requirements, obtain the minimum cumulative GPA, meet all financial obligations to the institution, have all official transcripts on file, and apply for graduation by submitting a Petition for Graduation. Students who use Federal Student Aid to cover any portion of tuition are also required to complete Direct Loan Exit Counseling.

Undergraduate Requirements

Students enrolled in undergraduate programs must:

- complete a minimum of 60 credit hours in an associate program.
- complete a minimum of 120 credit hours in a bachelor's program.
- complete at least 25 percent of the courses within an undergraduate program at CSU.
- maintain a 2.0 cumulative GPA to be eligible for graduation.

Although a grade of "D" is considered passing, students may be required to repeat a course in which a "D" is earned if the grade results in a substandard cumulative GPA.

Graduate Requirements

Students enrolled in a master's program must:

- complete a minimum of 36 credit hours.

- complete a minimum of 33 percent of the courses within a graduate program at CSU.
- maintain a 3.0 cumulative GPA to be eligible for graduation.

Although a grade of "C" is considered passing, students may be required to repeat a course in which a "C" is earned if the grade results in a substandard cumulative GPA.

Graduation with Honors

Students enrolled in bachelor's degree programs who accomplish a high level of academic achievement may qualify for honors if certain criteria are met. Honors are noted both on the students' diplomas and transcripts.

A cumulative "honors GPA" is calculated by combining all coursework attempted at CSU. Students must have no grade lower than a "C", must not have been found in violation of the Academic Integrity Policy, and must not have repeated any course taken at CSU due to non-satisfactory grades. Honors recognition is only awarded for bachelor's degree programs.

The following minimum GPAs are required for honors recognition:

Latin Honors	GPA
Cum Laude	3.50 – 3.79 cumulative GPA
Magna Cum Laude	3.80 – 3.99 cumulative GPA
Summa Cum Laude	4.0 cumulative GPA

Posthumous Degree Recognition

Family members or relatives of a deceased student may qualify for posthumous degree recognition if the student was in good standing and successfully completed at least ninety percent of the degree program. Once the University is notified and has confirmed that the student is deceased, a formal degree audit will be conducted. Upon verification of the degree, the deceased student's diploma and official transcript will be presented to family member or relative at no charge. Next-of-kin who would like more information about possible award of a posthumous degree should contact the Office of the Registrar.

Note: Students enrolled in a doctoral program should refer to the Doctoral Graduation Requirements Policy.

Inactive Status Policy

Students who do not submit coursework within 12 months are considered inactive and automatically forfeit tuition held by the University.

Returning students are re-evaluated and subject to current academic requirements, tuition, and policies in force at the time of re-enrollment.

Returning active-duty service members that have not submitted coursework within 24 months may elect to enroll in the original program of study, provided the courses/programs remain available.

Exceptions to the Inactive Status Policy must be approved by the Dean of the College, Vice Provost of Academic Affairs, or Provost.

Students are assessed a $25 processing fee.

Note: Students enrolled in a doctoral program should refer to Doctoral Time Limits for additional information.

Incomplete Grading Policy

Students may request an Incomplete or Incomplete for Special Circumstances, which provides additional time to successfully complete coursework beyond the allotted enrollment period. An approved Incomplete grade provides an additional 30 or 60 calendar days for course completion.

An Incomplete or Incomplete for Special Circumstances may affect future course enrollments. Students should review the Academic Course Load Policy for more information. The grade of "I" may affect Satisfactory Academic Progress and Federal Student Aid eligibility. Students should contact their academic advisor.

Incomplete Eligibility Requirements

Students must demonstrate satisfactory progress in the course(s) by meeting the following minimum requirements:

- Students must have participated in/submitted requirements for units 6, 7, or 8.
- Student must request an Incomplete on or before the course end date.

Exceptions to the Incomplete Grading Policy, and all items included herein, may be made by the faculty member, Lead Faculty, Academic Program Director, Dean of the College, Vice Provost of Academic Affairs, or Provost.

Incomplete Grading

The Incomplete will be automatically processed for students who meet the eligibility requirements. Faculty will review ineligible requests and provide a decision.

Approved Requests

A course grade of "I" is assigned and the student is granted an additional 30 or 60 calendar days to complete the remaining coursework.

Fee Information

- No fee to submit the request.
- Granted 30 Days:
  $50 Non-Refundable Processing Fee
- Granted 60 Days:
  $100 Non-Refundable Processing Fee
- Title IV or VA funds may not be applied toward the payment of the Incomplete fee

Assignments

Students should submit assignments by adhering to the goal dates provided. Assignments not submitted by 11:59 PM CT at the conclusion of the approved Incomplete period will be assigned a grade of zero (0), and the final course grade will be calculated. The final course grade will replace the grade of "I" assigned at the time of an approved request.

Incomplete for Special Circumstances

Students may encounter extenuating circumstances which inhibits their ability to complete a course(s). Such circumstances may include, but are not limited to: deployment, medical circumstances, natural disaster, family emergency, death in the immediate family, or job relocation.

Students may request one (1) Incomplete for Special Circumstances (ISC) per course. A maximum of two (2) ISCs will be granted, upon approval, per calendar year.

Submission Requirements

Students must submit an *Incomplete for Special Circumstances* request on or before the course end date. Requests received after the course end date are considered on a case-by-case basis.

Documentation

Students must provide supporting documentation to substantiate the stated circumstance. Documentation must be dated and correlated 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.

Approved Requests

Students approved for an ISC will receive a maximum of 60 calendar days to complete the course.

Students who received a previously approved Incomplete may later determine an ISC is needed. Under this circumstance, students will follow the ISC approval process. Note: the maximum time allowed is 60 calendar days from the original course end date. Thus, a student who has already received 60 days under the Incomplete Grading Policy will be ineligible for the ISC.

Fee Information

There are no fees associated with an ISC.

Assignments

Students should submit assignments by adhering to the goal dates provided. Assignments not submitted by 11:59 PM CT at the conclusion of the approved Incomplete period will be assigned a grade of zero (0), and the final course grade will be calculated. The final course grade will replace the grade of "I" assigned at the time of an approved request.

Other Considerations

- An Incomplete request should ***not*** be submitted for a course in which assignments need to be resubmitted or if all assignments have been submitted and/or graded.
- 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*.
- Service members utilizing Tuition Assistance should contact their education officer to report an Incomplete to avoid inaccurate recoupment of funds. Students are responsible for notifying their education officer of the final course grade at the conclusion of the Incomplete period.
- Students approved for an Incomplete are expected to meet attendance requirements in the course.
- When determining the amount of Federal Student Aid students have earned, the original course start and end dates are used for withdrawal calculations. The time period of an Incomplete is not taken into consideration. Therefore, it is important that students continue to participate in the course within the original timeframe even when an Incomplete has been granted. Failure to participate within the original start and end dates could result in a return of Federal Student Aid funds. Eligibility for Federal Student Aid may also be affected if the student does not make up the Incomplete or if the Incomplete converts to a failing grade.
- When calculating students' pace of completion for Satisfactory Academic Progress, a course grade of "I" will be considered as an attempted credit, but not earned credit. A course grade of "I" will not be calculated in the student's cumulative grade point average.
- The student should allow up to five (5) business days for processing of an Incomplete or an ISC prior to the first assignment goal date. If more than one assignment remains at the time of the request, each assignment goal date should be spaced apart to ensure successful completion.
- When an Incomplete is approved, the time added begins from the previous course end date, not the date processed.
- Students will be notified of the approval/denial decision via email.

Note: The Incomplete Grading Policy does not apply to students enrolled in dissertation courses.

Iowa Military Deployment Policy

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

- Withdraw from the student's entire registration and receive a full refund of tuition and mandatory fees. CSU's Registrar's Office processes all withdrawal requests and notifies Student Accounts to calculate the refund.
- Make arrangements with the student's instructors for course grades, or for incompletes that shall be completed by the student at a later date. This option is available to the student under CSU's Incomplete for Special Circumstances policy. Requests may be sent directly to the instructor for approval. If such arrangements are made, the student's registration shall remain intact and tuition and mandatory fees shall be assessed for the courses in full.
- Make arrangements with only some of the student's instructors for grades, or for incompletes that shall be completed by the student at a later date. If such arrangements are made, the registration for those courses shall remain intact and tuition and mandatory fees shall be assessed for those courses. Any course for which arrangements cannot be made for grades or incompletes shall be considered dropped and the tuition and mandatory fees for the course refunded.

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

Institutional Academic Progress Policy

Academic standards of performance are established to ensure satisfactory progress toward a degree. These performance standards form a basis for the following academic classifications:

- Good Standing
- Academic Probation
- Academic Suspension

Guidelines and procedures for placing students in the above classifications include the following.

Good Standing (Active)

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

Academic Probation

Upon completion of 12 credit hours, a student is placed on academic probation at any time the cumulative GPA drops below the required minimum. A student remains on academic probation for 12 credit hours.*

While on academic probation, a student must demonstrate sustained satisfactory progress and develop an action plan for academic improvement. The plan is approved by the academic advisor, which may include referral to the Success Center. A student may be limited to enrolling in one course at a time until a cumulative GPA of 2.0 undergraduate/3.0 graduate is achieved. In addition, a student may be delayed from enrolling in the next course pending evaluation of academic progress.

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

The student is removed from probation and placed in good standing if the cumulative GPA (2.0 or higher undergraduate/3.0 or higher graduate) is achieved after completing the required 12 credit hours during the probationary period. If the student does not raise the cumulative GPA to good standing, the student is placed on suspension. Please refer to the Academic Suspension section of this policy for details.

Secondary Probation

If the GPA for the probationary period is 2.5 or higher for undergraduate or 3.5 or higher for graduate, but the student does not raise the cumulative GPA to the minimum 2.0 or higher for undergraduate or 3.0 or higher for graduate, a secondary probation period may be required.

*Note: A student who shows substandard academic progress in their first 12 credit hours may be academically dismissed without a probationary period. See the Academic Dismissal section of this policy for details.

Academic Suspension

If the probationary student fails to demonstrate satisfactory progress, the student is academically suspended for a period no less than 9 weeks. A student may request reinstatement after the suspension period has expired. If a second suspension occurs, the student is suspended for a minimum of six months before they are eligible to request re-instatement. If a third suspension occurs, the student is suspended for a minimum of 12 months before they are eligible to request reinstatement.

The student must contact the Office of the Registrar to request reinstatement no less than one month prior to the desired term. Reinstatement following academic suspension is not automatic and is determined by the Reinstatement Committee.

A student enrolled in other colleges or universities while on academic suspension from CSU is not eligible for reinstatement to CSU until the cumulative grade point average from other colleges and universities is 2.0 or higher for undergraduate or 3.0 or higher for graduate.

Once reinstated, the student returns to academic probation status for 12 credit hours. The student is expected to demonstrate academic progress while on probation, as outlined above.

Academic Dismissal

CSU reserves the right to dismiss students whose academic progress is substandard. Factors considered will include, but are not limited to, the number of failing grades, past academic performance, the number of withdrawn courses, and the probability of achieving satisfactory academic standing within a reasonable time frame. A student is subject to academic dismissal (without a probationary period) for 12 months if the cumulative GPA falls below 1.0 or if they withdraw from the majority of courses within the last 12 credit hours.

The Appeals Board through the Office of the Registrar reviews and approves/denies academic dismissal appeals or reinstatement request.

Exceptions to the Institutional Academic Progress Policy must be approved by the Dean of the College, Vice Provost of Academic Affairs, or Provost.

Note: Students enrolled in a doctoral program should refer to the Doctoral Institutional Academic Progress Policy.

Leave Of Absence Policy

Students who are unable to enroll for a period of time, may apply for a temporary Leave of Absence (LOA) from the University. A temporary LOA is granted only to students who plan to return to their academic program at the end of the LOA. Students may apply for an LOA by submitting the Leave of Absence Request Form located in the myCSU Student Portal. Students should contact their Academic Advisor and the Office of Financial Aid to discuss potential academic and financial implications prior to taking an LOA.

Important facts concerning an LOA:

- All requests must be submitted a minimum of three (3) weeks prior to the start of the requested LOA.
- LOA requests for undergraduate and graduate students may not exceed more than three calendar months.
- Students may request more than one LOA during their academic program, not to exceed three months within a 12-month period.
- Students are not required to apply for re-admission to the University upon return from an LOA.
- The University does not grant an LOA in the middle of a term.
- For the purposes of Title IV, students considered withdrawn from the University while on an LOA; therefore, federal student loans are not eligible for an in-school deferment.
- A student is not eligible to receive federal student aid while on an LOA;
- Students are expected to complete all courses in which they are currently enrolled, and apply for an LOA upon completion.
- Students having difficulty or who are unable to complete all courses for which they are enrolled, may apply for an incomplete, an incomplete for special circumstances, or withdraw, in which case a Return of Title IV calculation may be required.
- Students who fail to return from an LOA are required to reapply for admission to the University after a period of 12 months of inactivity in their academic program.

Military/Special Services Leave of Absence Provision

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

Exceptions to the Leave of Absence Policy, and all items encompassed within, must be approved by the Dean of the College, Vice Provost of Academic Affairs, or Provost.

Note: Students enrolled in doctoral programs should refer to the Doctoral Leave of Absence Policy.

Official Course Drop/Withdrawal Policy

Student requests to drop or withdraw from a course or program must notify the Office of the Registrar and submit the Course Drop/Withdrawal form located in the Student Portal. Students should review the Tuition Refund Policy.

Course Drop

Students may drop a course by the term "drop date," as listed on the academic calendar, without financial penalty. The course drop date is determined by the date the request is received. A grade of "DP" is recorded for the course. Dropped courses appear on the official transcript but do not count as hours attempted in the Satisfactory Academic Progress (SAP) calculation.

Course Withdrawal

A course withdrawal is a request submitted after the course drop date and before or on the original course end date. A grade of "W" is issued and will appear on the student's transcript but will not affect the cumulative GPA. However, the course does count toward hours attempted (completion ratio and maximum timeframe) and may affect Federal Student Aid eligibility. Students using military Tuition Assistance must inform their education services officer when withdrawing from a course. Students who demonstrate a pattern of withdrawals are at risk for academic dismissal per the Institutional Academic Progress Policy.

Exceptions to the Official Course Drop Withdrawal Policy, and all items encompassed within, must be approved by the Dean of the College, Vice Provost of Academic Affairs, or Provost.

Participation Policy

CSU students are expected to make academic progress in courses. To ensure students are participating, the Office of the Registrar reviews participation at the conclusion of Unit 1 and Unit 8. A lack of participation will result in drop for non-attendance or unofficial withdrawal.

Exceptions to the Participation Policy, and all items encompassed within, must be approved by the Dean of the College, Vice Provost of Academic Affairs, or Provost.

Drop for Non-Attendance

CSU will verify participation in each registered course at the end of unit 1. The Unit 1 assignment is due by the end of unit 1 to meet the participation requirement. Students who do not submit the required discussion board by the end of the first unit will be institutionally dropped from the course, and a grade of DN will be recorded in the student's record.

Unofficial Withdrawal

Students should submit an official Course Drop/Withdrawal request or contact the Office of the Registrar to notify the school of his or her withdrawal.

Students are reported as "unofficially withdrawn" when they:

- do not officially notify the institution that they have ceased or will cease attending the school
- do not complete the course(s) by the term end date
    - The last day of attendance is determined by the course mid-point or last assignment date, whichever is later.
    - If students do not submit course assignments in Units 6, 7 or 8, they are withdrawn from the course and a grade of "W/F" is assigned.
    - All non-submitted assignments are recorded with a score of "0" and the final grade is calculated.
    - A final grade of "W/F" is calculated in the GPA as a grade of "F", counted as attempted hours, and affects Satisfactory Academic Progress (SAP).
    - Students approved for an Incomplete "I" grade are expected to submit assignments in Units 6, 7, or 8.

Note: Title IV students should refer to the Satisfactory Academic Policy.

Privacy Policy

CSU is committed to protecting your privacy. The University has established this privacy policy to communicate the manner in which it collects and uses your personal information as well as methods and efforts we use to safeguard it.

Personally Identifiable Information

Personally identifiable information (PII) is only collected with your approval, which is affirmed via actions, such as submitting online forms or phone calls. By PII, we are referring to information that can be used to identify or contact an individual. For example, you may choose to provide your name, address or telephone number when submitting an information request. PII is used by the University to assist individual visitors as necessary. This assistance may involve redirecting an inquiry or comment to another University individual or department better suited to provide requested service.

Non-Personally Identifiable Information

CSU collects a variety of information from website visitors. Some of this data is not personally identifiable and is collected automatically via the use of cookies and other standard web technologies. Automatically collected information might include operating system and web browser version, internet IP address, as well as date and time web pages were visited. Non-personally identifiable information is stored in security and traffic logs on our servers, and in cookies.

Use of Information

Directory Information may be disseminated to specific parties pursuant to FERPA. CSU does not sell or share user information to outside parties without prior written consent of the user; however, the University may share any user information with its employees, affiliates and partners, or independent contractors with a vested interest. In some cases, cookies provided by third-party services, including Google Analytics, may be used to review website performance and to identify enhancements that may benefit visitors based on current navigation patterns and search trends.

Security of Information

CSU takes security of information seriously and as such, takes all reasonable precautionary measures to protect sensitive user information. CSU utilizes encryption wherever possible for sensitive information requested for submission the World Wide Web. The university may contract with third-party vendors to show our advertisements on non-CSU websites and other digital delivery mechanisms.

FERPA

Personally identifiable information (PII) for enrolled students is protected by the Family Educational Rights and Privacy Act ("FERPA") administered by the U.S. Department of Education. Please visit our FERPA page for more information. "Directory information" disclosures include verifying enrollment for employment or credit application purposes.

GDPR

Columbia Southern University observes the applicable principles of the EU General Data Protection Regulation.

For further information please refer to our Technology Policies or please contact us at DataSecurityOfficer@columbiasouthern.edu.

Satisfactory Academic Progress Policy For Title IV Students

Federal regulations require CSU to establish and apply reasonable standards of Satisfactory Academic Progress (SAP) for eligible students to receive financial assistance under the programs authorized by Title IV of the Higher Education Act.

CSU students who wish to be considered for financial aid must:

- be in good standing at the university
- maintain satisfactory academic progress in their program of study, as outlined in this policy.

SAP is a financial aid eligibility requirement and is administered by the university in addition to the academic standards of performance required under the CSU Academic Progress Policy.
Students are evaluated for SAP at the end of every payment period. All students are evaluated on three standards: grade point average (qualitative measure), pace of completion (quantitative measure), and maximum time frame. Students must meet all three standards to maintain eligibility for Title IV funds.

Undergraduate Students

Standard 1: Grade Point Average (Qualitative Measure)

Undergraduate students must maintain a minimum qualitative measure of progress defined as a 2.0 cumulative GPA.

Standard 2: Pace of Completion (Quantitative Measure)

Undergraduate students (either full-time or part-time) must achieve a passing rate of at least 66.67% of all credit hours attempted. Credit hours attempted include completed courses, repeated courses, withdrawals, and incompletes. Transfer credit, if applicable, is also calculated in the pace of completion as attempted and completed credit hours.

Standard 3: Maximum Time Frame

Undergraduate students must complete their degree program within 150% of the credit hour requirements for the degree as published in the catalog. Students must complete an associate degree within 90 credit hours and a bachelor's degree within 180 credit hours. Transfer credit, if applicable, is also calculated in the maximum time frame calculation.

Graduate Students

Standard 1: Grade Point Average (Qualitative Measure)

Graduate students must maintain a minimum qualitative measure of progress defined as a 3.0 cumulative GPA for their degree program.

Standard 2: Pace of Completion (Quantitative Measure)

Graduate students must achieve a passing rate of a minimum of 50% of 0 to 9 attempted credit hours, a minimum of 60% of 10 to 18 attempted credit hours, and a minimum of 66.67% of 19 or more attempted credit hours towards the degree program. Attempted hours include completed courses, repeated courses, withdrawals, and incompletes. Transfer credit, if applicable, is also calculated in the pace of completion as attempted and completed credit hours.

Standard 3: Maximum Time Frame

Graduate students must complete their degree program within 150% of the credit hour requirements for the degree as published in the catalog. Students must complete a master's degree within 54 credit hours and a doctorate degree within 90 credit hours. Transfer credit, if applicable, is also calculated in the maximum time frame calculation.

SAP Policy Notification

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

Course Drop

Students are allowed to drop a course without any negative impact on SAP through the term drop date as listed on the academic calendar. A course designated as a "DP" does not count as attempted hours or in the GPA when determining SAP.

Official Course Withdrawal

A student who withdraws from one or more courses after the drop date will be issued a grade of "W." Course withdrawals will count as attempted credit hours when measuring the maximum time frame and quantitative progress of SAP but will not be included in the GPA. A student who withdraws from all attempted credit hours during the student's first period of enrollment with CSU will also obtain an undefined GPA. An undefined GPA is equivalent to a 0.00 GPA.

Unofficial Course Withdrawal

A student who unofficially withdraws from one or more courses will be issued a grade of "W/F" or "W/U." "W/F" grades will count as credit hours attempted when measuring the maximum time frame and quantitative SAP. A grade of "W/F" counts as a grade of "F" when measuring qualitative SAP progress. Grades of "W/U" will count as attempted credit hours when measuring the maximum time frame and quantitative progress of SAP but will not be included in the GPA.

Transfer Credits

Transfer credits accepted toward the student's degree program will be included as credit hours attempted and earned when calculating the SAP maximum time frame and quantitative progress.

Repeated Courses

Students receiving Title IV Aid may repeat a course, as allowed under CSU academic policy. Repeated courses will be issued a grade of "R" and count as attempted credit hours toward the quantitative and maximum timeframe SAP standards. A grade of "R" does not count in qualitative determination of SAP. The grade earned upon retake will be used in the cumulative GPA.

Incomplete Grades

Students receiving federal student aid may receive incomplete grades, as allowed under CSU academic policy. A grade of incomplete will count as credit hours attempted in determining SAP. Students issued a grade of incomplete while on SAP Financial Aid Warning will not be eligible to use federal student aid for subsequent payment periods, pending the resolution of the incomplete grade.

Satisfactory/Unsatisfactory Grades

Satisfactory/Unsatisfactory grades will count toward total hours attempted for the Pace of Completion and Maximum Time Frame (calculation of both attempted hours and, if passed, completed credit hours) but will not count in the GPA calculation.

Change of Program

All periods of enrollment count when assessing satisfactory academic progress for undergraduate students. All attempted credit hours will be included in making satisfactory academic progress determinations when a student changes degree programs (majors) at the same degree level (e.g., bachelor to bachelor). For graduate students, only the credit hours associated with the courses that apply to each specific graduate degree program will be used in the satisfactory academic progress evaluation.

SAP Evaluation and Warning

SAP is evaluated after every payment period. Students who fail to meet the cumulative grade point average (CGPA) and/or Pace of Completion requirements of SAP will be notified and will be placed on SAP Financial Aid Warning for one term. Students are encouraged to work with their academic advisor to discuss enrollment options. A student placed on SAP Financial Aid Warning will be eligible to receive Federal Student Aid for one period of enrollment.

A student who exceeds the maximum time frame requirement of SAP will be ineligible to continue to receive Federal Student Aid unless an appeal is granted, as described below.

A student who fails to meet one or more of the SAP standards at the end of the Financial Aid Warning period will be ineligible to receive Federal Student Aid unless an appeal is granted.

Financial Aid Suspension Appeal

Students not meeting SAP at the end of the Financial Aid Warning period may appeal that determination and loss of Federal Student Aid eligibility if they have extenuating circumstances, such as injury or illness, the death of a relative, or other special circumstances. The appeal must contain the Financial Aid Suspension appeal form completed by the student and must explain and document why the student was not able to make satisfactory academic progress during the period of substandard academic performance, what has changed that will allow the student to meet satisfactory academic progress requirements at the next evaluation, and a proposed Academic Plan leading to successful program completion prepared by the student's academic advisor.

Maximum Time Frame Appeal

Students who reach or exceed the maximum time frame allowed while completing their first degree are no longer eligible to receive Federal Student Aid. Students may appeal this decision. The appeal must contain the Maximum Time Frame Appeal form completed

by the student and the student's academic advisor, a detailed explanation and supporting documentation of any unusual circumstances such as injury, illness, death of a relative, or other special circumstances that prevented the student from obtaining a degree within the 150% credit hour requirement.

The appeal must also include a proposed academic plan leading to successful program completion prepared by the student's academic advisor to include expected graduation date and credit hours remaining in the degree program. If the appeal is approved, aid will be awarded only for the remaining credit hours required for the completion of the degree.

Submission of Appeal

Students will be sent an email notification from the Office of Financial Aid to include the appeal form once a student becomes ineligible to receive federal student aid due to an adverse SAP determination. Appeals should be submitted in writing to:

Mail
Columbia Southern University
SAP Appeals Committee, Office of Financial Aid
21982 University Lane
Orange Beach, AL 36561

Email
SapAppeals@columbiasouthern.edu
Attention: SAP Appeals Committee

Appeals without supporting documentation will not be considered. The committee will make every effort to consider each appeal carefully and provide a decision within 7 to 10 business days.

SAP Financial Aid Probation

Appeals that are approved will result in a student being placed on SAP Financial Aid Probation. While on SAP Financial Aid Probation, students will be evaluated at the end of each payment period to ensure the student is meeting SAP and/or the conditions of the academic plan. Students on SAP Financial Aid Probation are eligible to receive Federal Student Aid.

Reinstatement of Financial Aid

If a student's appeal is denied or a student does not wish to appeal, a student may regain eligibility for Federal Student Aid by enrolling in and successfully completing courses in his or her degree program without the use of Federal Student Aid. A student may request financial aid reinstatement once he or she successfully completes enough credit hours to meet the minimum SAP standards. A student should contact the Office of Financial Aid in writing if the student feels he or she has regained financial aid eligibility and wishes to be reinstated.

Student Code of Conduct Policy

Ethical behavior and conduct is essential to a successful academic career. Students, faculty, and staff must commit themselves to the highest standards of honesty, trust, fairness, respect, and responsibility. Therefore, any deviation from these standards is a breach of ethics identified in CSU's Student Code of Conduct. Furthermore, violation of ethical standards may lead to disciplinary actions.

Students must comply with the Student Code of Conduct and other academic and student affairs policies. Students are expected to demonstrate honesty and integrity with faculty, staff and other students throughout all interactions online and/or at university-sanctioned even.

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

- Disrespect of university personnel.
- Inappropriate communication including, but not limited to, harassment, prejudice, stalking, offensive language, threats, abuse, insults, or humiliation made within the university environment. The university environment consists of email correspondence, phone conversations, text messages, live or recorded video sessions, or other university communication mediums.

- Demeaning comments including, but not limited to, an individual's religion, race, age, sexual orientation, and unwanted sexual advances or intimidations.
- Breaches of privacy, hacking passwords or systems, distribution or replication of copyrighted material(s), unauthorized distribution of instructional materials, use of illegal or unlicensed software.
- Intentional breach of university policy or procedures.
- Reproduction of university materials to include course content, assessments, or other materials deemed to be the property of the university.
- Use and/or purchase of work that is not his/her own.
- Disruptive behavior that hinders or interferes with the educational process.
- Harassment or intimidation that has the effect of creating an offensive educational environment for any student, faculty, or staff member.
- Conduct that is disorderly, lewd, lascivious, indecent or otherwise inappropriate.
- Violation of any local, state, or federal law.
- Display harmful or threatening behavior towards students, faculty, or other university personnel.

Investigation

The director of student resolution and conduct or designated university official will conduct investigations of the Student Code of Conduct in a prompt and reasonable manner. The investigation will determine if adequate evidence exists to support a formal review. While an alleged violation is under investigation, interim action may be initiated. These actions include, but are not limited to, removal from a course(s), prohibited attendance to university-sanctioned events and other functions, and/or a no-contact order.

In those instances where CSU determines the conduct does not warrant a specific charge, CSU may choose to issue a warning. Note: Students may not appeal a warning.

In the event of a threat or imminent harm, the university reserves the right to take immediate action prior to the investigation in accordance with sanctions outlined therein.

Notification and Response

Students charged with a violation of the Student Code of Conduct are notified of the specific violation in writing. Students are provided 10 business days to submit a written response to the designated university official. The response must indicate responsibility for or denial of the charged offense(s). Students who fail to respond to the official letter constitutes a violation of the Student Code of Conduct and may result in additional sanctions by the university, up to and including dismissal from the university. A student denying the charge(s) will follow the below process.

Review of Response

Reviews are conducted according to the following guidelines:

- The director of student resolution and conduct assembles a committee of three university personnel to review the response.
- Students must provide additional documentation to substantiate a denial of the charge. All documentation must be submitted to the director of student resolution and conduct.
- The determination of misconduct is made on the basis of whether it is more likely than not that a violation of the Student Code of Conduct has occurred.
- The committee will review and consider evidence and provide a recommendation to the director of student resolution and conduct or a designated university official.

Decision

- The Director of Student Resolution and Conduct or a designated university official communicates the final decision in writing to the student.
- In accordance with the requirements under the Higher Education Opportunity Act (HEOA), upon written request, CSU will disclose to an alleged victim of a crime of violence, or a non-forcible sex offense, the results of any disciplinary review conducted by the institution against the student who is the alleged perpetrator of the crime or offense.
- In accordance with the requirements under HEOA, in cases of an alleged sex offense, both the accuser and the accused will be informed of the determination involving an alleged sex offense, including any imposed sanction(s).
- A summary report containing findings of fact, decision, and sanctions, will be placed in the student's file.

Sanctions

Disciplinary sanctions are based upon the seriousness of the charge(s) and may include, but are not limited to: warning, probation, loss of academic credit, suspension, and conduct dismissal.

Exceptions to the Student Code of Conduct Policy, and all items encompassed within, must be approved by the College Dean, Vice Provost of Student Affairs, Vice Provost of Academic Affairs, or Provost.

Student Identity Verification Policy

CSU complies with the provisions of the United States Federal Higher Education Opportunity Act (HEOA) of 2008, Public Law 110-315, concerning the verification of student identity in distance education. CSU's student identity verification processes confirm that a registered student is the same individual who participates in and completes a course/program for which they receive academic credit. The Student Identity Verification Policy is applicable to all students throughout their tenure at the University.

Student Identity Verification Methods

Students enrolled in courses/programs are subject to one or more of the following student identity verification methods:

A. Government-Issued Photo Identification

At the time of application, students are required to submit a color image of a government issued photo identification, such as a state driver's license, state identification card, or U.S. passport. CSU reserves the right to require additional sources of identity as described in the Admission Requirements Policy.

B. Secure, Individual Login and Passcode

Students are assigned a secure, individual Student Identification Number (SID) and password once enrolled. The assigned login credentials are used to access Blackboard, CSUs learning management system, to complete coursework and the myCSU Student Portal to access course grades and related information.

D. Administrative or Academic Practices

Students are subject to identity verification, at the institution's discretion, through use of personally identifiable information provided by the student. Students must provide their assigned Student Identification Number and a secondary source of personally identifiable information when contacting the University. Changes in academic performance or writing style may be monitored and prompt a faculty request for student identity verification.

Protection of Student Information

CSU practices methods of student identity verification that protects the privacy of student information. Additional information can be found in the Information Security Policy and Technology Policies.

Notification of Student Fees

Students are notified at the time of registration regarding any fees associated with student identity verification. Associated costs are the responsibility of the student.

Student Responsibilities

Students are responsible for the appropriate use of technology. Unauthorized use of University systems, further defined as myCSU Student Portal, Columbia Southern University's websites, university networks, Internet, online classroom, or other hardware or software utilized in association with the University is prohibited as identified in Technology Policies, Acceptable Use Policy. This includes unauthorized access to other user accounts or transfer of user login and password credentials to others. Misuse of any University system is subject to the Student Code of Conduct Policy and sanctions contained therein.

Student Rights and Responsibilities Policy

Provides students with an online environment that fosters academic success and achievement. CSU is dedicated to exceptional academic and student support services that support student learning with humility, flexibility, and excellence.

Students who choose to attend CSU accept these student rights and responsibilities as members of the university community and agree to abide by policies set forth in the University Catalog and Student Handbook. 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.

Student Rights and Responsibilities

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

Student Rights

- Right to freely express their own thoughts, concerns, or suggestions with professional propriety and in a manner that does not violate the Student Code of Conduct Policy
- Right to privacy pursuant with the FERPA Policy, Academic Record Privacy Policy and Privacy Policy
- Right to freedom from discrimination on the basis of race, national origin, sex, marital status, religion, age, physical or mental disability, hearing status, color, pregnancy, ethnicity, citizenship status, sexual orientation, gender identity, gender expression, family responsibilities, veteran or military status, or predisposing genetic characteristics, in accordance with the Equal Opportunity, Harassment, and Non-Discrimination policy
- Right to freedom from discriminatory harassment based on actual or perceived membership in a class protected by policy, or federal, state, and local civil rights, laws, and regulations
- Right to file a complaint with the institution pursuant to the Academic or Non-Academic Complaint and Grievance policies
- Right to review educational record in accordance with the Family Educational Rights and Privacy Act of 1974 (FERPA)
- Right to request reasonable educational accommodations with the Office of Disability Services under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended
- Right to receive prompt responses from university staff and faculty that promotes support and encouragement

Student Responsibilities

- Exhibit and maintain integrity when providing student contact, financial, or any other requested information or documentation to the university
- Ensure all contact information, including email address and phone number, is current and on file with the university
- Ensure all documents are on file in accordance with the Admission Documentation Guidelines
- Read, understand, and adhere to enrollment terms and conditions, including tuition and fee requirements
- Remain in good academic standing throughout their tenure at CSU, to include upholding standards of integrity while completing course assignments, pursuant with the Academic Integrity Policy
- 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 assigned academic advisor concerning enrollments, course load, and degree program completion requirements
- Communicate with faculty member concerning course requirements, missing assignments, grades, feedback, etc.
- Reference instructions listed in course syllabi, course schedules, and other pertinent areas within courses in Blackboard
- Stay abreast of important dates, such as course registration deadlines, assignment due dates, and course end dates
- Read, understand, and adhere to all Academic and Student Affairs policies and procedures outlined within the Student Handbook

Technology Policies

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

Technology Requirements

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

To view a detailed list, please visit the CSU Technical Requirements section of this catalog.

Additional Technology Requirements

Additional technology requirements may be necessary in some programs of study. Specific requirements are notated in the Course Description of courses requiring additional technology.
CSU reserves the right to update technology requirements, including both hardware and software, throughout the duration of the program. CSU strives to be innovative in its curriculum delivery to support student engagement in coursework.

Technical Support

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

- Phone: (877) 399-1063
- E-mail: **techsupport@columbiasouthern.edu**
- Live Chat

For Helpdesk availability, please visit the **Technical Support page** in the myCSU Student Portal.

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

myCSU Student Portal

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

E-mail Policy

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

Student Technology Responsibilities

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

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

- Periodically save written work as progression is made on assignments.
- Hard Disks or Memory sticks are recommended to back-up data storage. Computer or hard disk failures do occur and can be detrimental to student course progress.
- In the event the technology failure is severe enough to disrupt course completion, the student should contact the course professor for alternate arrangements.
- Regular use of the back-up device is recommended for effective retrieval.
- A plan of action is recommended when the user's primary computer fails. Examples of other alternatives include work computers, libraries, Internet Cafés, or a friend or family member.

The following student requirements are maintained in the event of technology failure:

- Continued course participation and assignment completion is expected unless the student makes alternate arrangements with the course professor or campus, within the limitations of CSU Institutional Policy.
- Accidental assignment submission is not a basis for an opportunity to re-submit an assignment. Students encountering this circumstance should contact their course professor for a decision.

User Information Compilation and Use

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

Student Portal and Blackboard Access

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

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

Electronically Transmitted Messages

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

Security of Information

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

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

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

Acceptable Use Policy

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

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

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

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

Prohibited Uses:
Harassment

- Sending other users threatening, inappropriate, or unwelcome messages
- Sending unsolicited, bulk spam to other users
- Any other form of harassment

Privacy Breach

- Accessing, reading, copying, altering, or deleting another users work without authorization or permission
- Unauthorized access to other users' accounts
- Transfer of user passwords to others
- Accessing unauthorized electronic communications
- Invasion of personal privacy

Willful Damage

- Purposefully damaging or corrupting hardware, software, or data systems
- Malicious uses of network and university systems
- Committing malicious attacks on university networks or systems
- Hacking passwords or systems

Copying

- Distribution or copying copyrighted material
- Copying other's work as your own; plagiarism
  Unauthorized distribution of instructional material to other users
- Use of illegal or unlicensed software in conjunction with university systems

Abstract

- Engagement in illegal activities
- Unjustified accusations or slander of any person associated with the university

Indemnification of the University

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

Textbook And Course Material Policy

CSU provides course material for all courses. Material may vary from course to course and may be in the form of electronic textbooks (eTextbooks), Integrated Learning Resources (ILR), or printed textbooks. CSU faculty determine the most effective material to ensure a positive learning experience for students.

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(s), 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 at least 180 days from the initial time it is accessed, and any page printing limits are set by the publisher.

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 any other capabilities.

Students should contact their course professors or CSU Technical Support with any technical issues that may arise.

Integrated Learning Resources (ILR)

To improve and enhance learning, select 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.

Printed Textbook

CSU provides printed textbooks to students at no cost contingent upon the student's successful completion of the course, which is defined as earning a passing grade in the course.

If a student drops, withdraws from, is institutionally withdrawn from, or fails a course, the student is responsible for the cost of the textbook unless one of the following occurs:

- The student returns the textbook postmarked within 30 days to have the charge reversed.
- The student plans to retake the same course in the next consecutive term and submits an enrollment within 30 days. The student should return the textbook if the course is not available in the next consecutive term.

CSU also offers printed textbooks through a Loan-a-Book program for select courses at no cost contingent upon the student successfully completing the course. Printed textbooks provided in the Loan-a-Book program are required to be returned to CSU within 30 days after course completion.

A return label is provided with the textbook and should be utilized when returning the textbook to CSU. Instructions are emailed to students that outline additional requirements. Students who do not return textbooks and/or do not pay the textbook charge may be prohibited to enroll in future courses.

Textbook charges are based on the retail textbook price listed at the CSU website or 70% of the listed retail price if the student was issued a used textbook.

Note: Textbooks may be in new or used condition.

Title IX

Policy Statement

CSU adheres to all federal, state, and local civil rights laws prohibiting discrimination in employment and education. The university does not discriminate in its admissions practices (except as permitted by law), in its employment practices, or in its educational programs or activities on the basis of sex/gender. As a recipient of federal financial assistance for education activities, CSU is required by Title IX of the Education Amendments of 1972 to ensure that all of its education programs and activities do not discriminate on the basis of sex/gender. Sex includes sex, sex stereotypes, gender identity, gender expression, sexual orientation, and pregnancy or parenting status.

CSU also prohibits retaliation against any person opposing discrimination or participating in any discrimination investigation or complaint process internal or external to the institution. Sexual harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination, which are prohibited under Title IX and by CSU policy.

Any member of the campus community, guest, or visitor who acts to deny, deprive, or limit the educational, employment, residential, or social access, opportunities, and/or benefits of any member of the university community on the basis of sex is in violation of the CSU's policy on Equal Opportunity, Harassment, and Non-Discrimination.

Any person may report sex discrimination (whether or not the person reporting is the person alleged to have experienced the conduct), in person, by mail, by telephone, by video, or by email, using the contact information listed for the Title IX coordinator (below). A report may be made at any time (including during non-business hours) by email.
Questions regarding Title IX, including its application and/or concerns about noncompliance, should be directed to the Title IX coordinator. For a complete copy of the policy or for more information, please visit https://www.columbiasouthern.edu/consumer-information/title-ix or contact the Title IX coordinator.

Individuals who believe they have experienced sex discrimination, harassment, and/or retaliation in violation of CSU policy should contact the following:

Title IX Coordinator
Alexis Harris, M.A., M.B.A
Columbia Southern University
21982 University Lane, Orange Beach, AL 36561
Telephone: 800-977-8449 ext: 1352
Email: CSU-Title-IX@columbiasouthern.edu

A person may also file a complaint with the appropriate federal, state, or local agency within the time frame required by law. Depending upon the nature of the complaint, the appropriate agency may be the federal Equal Employment Opportunity Commission (EEOC), Office for Civil Rights (OCR) of the U.S. Department of Education, and/or the U.S. Department of Justice (DOJ).

For complaints involving employees:
Equal Employment Opportunity Commission (EEOC)
Ridge Park Place
1130 22nd Street South, Suite 2000
Birmingham, Alabama 35205

Regional Contact:
U.S. Department of Education
Office of Civil Rights, Region IV
61 Forsyth St., Southwest, Suite 19T70
Atlanta, GA 30303-8927

Assistant Secretary for Civil Rights
Office for Civil Rights, National Headquarters
U.S. Department of Education

Lyndon Baines Johnson Dept. of Education Building
400 Maryland Avenue, SW
Washington, DC 20202-1100
Telephone: 800-421-3481
Fax: 202-453-6012; TDD: 800-877-8339
Email: OCR@ed.gov

Within any resolution process related to this policy, CSU provides reasonable accommodations to persons with disabilities and religious accommodations when that accommodation is consistent with state and federal law.

Transfer Credit Policy

CSU evaluates transfer credit upon student submission of the following:

- official post-secondary transcripts
- military and employer courses reviewed by the American Council on Education (ACE)
- credit by examination score sheets
- professional training certificates

Accepted courses are relevant to the program of study and equivalent in both content and degree level. The Office of the Registrar conducts all transfer credit evaluations.

Exceptions to the Transfer Credit Policy, and all items encompassed within, must be approved by the Academic Program Director, College Dean, Vice Provost of Academic Affairs, or Provost.

Sources of Transfer Credit

Academic Credit

CSU accepts academic credit from accredited institutions whose agencies are recognized by the U.S. Department of Education and/or the Council for Higher Education Accreditation (CHEA).

Transferrable Courses

Courses with a grade of "D" or above may apply to undergraduate degree requirements unless a minimum grade of "C" is required to satisfy specific program requirements.
A grade of "D" is not accepted as transfer credit for English composition or any mathematics requirement for any degree program.
Courses with a grade of "B" or above may apply to master's degree program requirements; in some cases, a grade of "C" may be considered.

Transcripts submitted in languages other than English must be evaluated by an approved third-party and translated into English. Acceptable third-party agencies are those recognized by the National Association of Credential Evaluation Service (NACES). Transcripts may also be evaluated by a transcript evaluator fluent in the language of origin and English, and possess expertise in the educational practices of the country of origin. All translated materials must be official and translated to English.

Credit by Examination

CSU uses ACE guidelines to determine if examinations warrant awarding academic credit. Examinations must meet minimum passing scores. CSU accepts credit by examination from testing centers, to include but not limited to, the following examples:

- The College Level Examination Program (CLEP)
- DSST

Professional Licenses, Certificates, and Training Programs
CSU uses ACE guidelines to determine if training programs, certificates, professional licenses, and/or military training warrant awarding academic credit. The following ACE publications are used:

The National Guide to College Credit for Workforce Training
Military Guide: Guide to the Evaluation of Educational Experiences in the Armed Services

Professional training certificates without an ACE recommendation may be considered. Approval is determined upon the Academic Program Director's review and acceptance of industry curriculum standards associated with the certificate.

Experiential or Equivalent Learning

CSU takes into consideration that adult learners gain knowledge outside of a traditional academic environment and will consider experiential learning credit through a Prior Learning Assessment (PLA) review. An experienced subject matter expert conducts a PLA review to determine if the prior learning experience meets the standards to award academic credit.

Students should contact their Academic Advisor for more information.

Technical Credit

The Academic Program Director reviews submitted technical credit by assessing the course content and learning outcomes to determine transferability.

Maximum Allowable Transfer Limits

Undergraduate Degrees

A minimum of 25% of an associate or bachelor's degree must be completed at CSU. Transfer credit for experiential learning may not exceed 25% of the degree program.

Master's Degrees

A minimum of 33% of a master's degree program must be completed at CSU. Transfer credit for experiential learning may not exceed 25% of the degree program.

Doctoral Degrees

A minimum of 33% of a doctoral program must be completed at CSU. Transfer credit for experiential learning only applies to didactic courses and may not exceed 25% of the degree program.

Additional Transfer Credit Limitations

CSU does not accept developmental and remedial coursework for transfer credit. Transfer credit decisions, determined by previous colleges or universities, that involve auditing or waiving of program requirements are not applicable at CSU.
Transfer credit may be limited to satisfy specific and relevant degree program requirements. Some courses may not be transferrable due to age of credit. In these cases, the Academic Program Director will review the course information to determine transferability.
CSU does not typically accept transfer credit from non-accredited institutions; however, transfer credit decisions are not based solely on accreditation. In some cases, CSU qualified faculty conduct a review to determine that courses meet the requirements for the degree the institution awards and that applicable accreditation standards are met.

Transfer Credit Decision Appeal

Students may appeal transfer credit decisions. The completed Transfer Credit Decision Appeal form must be submitted to Registrarappeals@columbiasouthern.edu. The Office of the Registrar will escalate the appeal to the appropriate Academic Program Director or College Dean for consideration.

Transfer of CSU Credit

CSU credit transferred to other institutions is evaluated at the sole discretion of said institutions. It is the students' responsibility to seek prior approval of CSU credits for purposes related to transferability of credit, credentialing, tuition reimbursement, or other academic and professional reasons. Students with questions regarding the transfer of CSU credit may send inquiries to Registrar@columbiasouthern.edu.

Withdrawal For Special Circumstances Policy

Purpose

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

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

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

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

- Medical documentation by a licensed practitioner
- Deployment notice documentation
- Officially signed letter from a Unit/Battalion Commander or Employer

- Death certificate
- Any other documentation deemed acceptable to CSU

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

An approved WSC is subject to the Tuition Refund Policy, Official Course/Drop Withdrawal Policy, and requirements outlined within the Textbook and Course Material Policy.

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

Note: Doctoral students enrolled in Dissertation/Research courses are not eligible for the Withdrawal for Special Circumstances and should be working with their dissertation chair regarding any special circumstances that arise during this period of their program.

Information Security Policy

I. Purpose

Columbia Southern University (CSU) takes seriously its obligation to safeguard the information of students, alumni, faculty, and staff in step with information security and privacy principles. This Information Security Policy will reveal privacy and data security safeguards used in accordance with CSU's mission and vision. This policy is not intended to replace or supersede legislative requirements.

Information Security and Privacy Principles

A. Safeguard protected or private information.
B. Execute the agreed upon conditions with third parties.
C. Only collect protected or private information as needed to support a business process.
D. Store protected and private information no longer than required by law or business need.

II. Scope

This Information Security Policy applies to all prospects, students, faculty, staff, contractors and sub-contractors, and associated parties who interact with CSU systems to process, transmit, or store protected or private information on:

A. CSU-owned computing systems, telecommunication systems, and network systems.
B. Personally owned devices and telecommunication devices.
C. Computing, telecommunications, or network services procured from third-party vendors including cloud and colocation services.

III. Data Classification, Definitions, and Regulations

A. Classification

1. The Protected classification includes federal, state, or applicable regulated information. This includes contractual obligations in processing any combination of confidential data.
2. The Private classification includes any information that could adversely affect CSU if disclosed without authorization. This is considered the default classification of information within CSU if there is no information indicating that information should be classified as public or protected.
3. The Public classification includes information for which disclosure to the public poses negligible or no risk to the CSU. Certain legislation may designation select information as public.

B. Definitions

1. Personal identifiable information (PII) refers to private information that could reference an identifiable person.
    i. An identifiable person is one who can be identified, directly or indirectly – in particular, by reference to an identification number or to one or more factors specific to his or her physical, physiological, mental, economic, cultural, or social identity.

2. Education records refer to records that contain information directly related to a student and which are maintained by an educational agency or institution or by a party acting for the agency or institution.
3. Personal Health Information (PHI) refers to demographic information, medical history, test and laboratory results, insurance information and other information that is collected by a health care professional to identify an individual and determine what type of care that individual should receive.

C. Related Regulations

1. Family Educational Rights and Privacy Act (FERPA)
2. The European Union General Data Protection Regulation (GDPR)
3. All applicable state privacy regulations
4. The Americans with Disabilities Act (ADA)
5. The Privacy Act of 1974, as amended
6. The Gramm-Leach-Bliley Act (GLB Act) - 15 U.S.C. 6801, implemented by 16 CFR Part 314
7. The NIST 800-171 for Controlled Unclassified Information (CUI) designation of Department of Education's Financial Aid information
8. The Federal Trade Commission (FTC) Rule on "Standards for Safeguarding Customer Information"
9. Payment Card Industry Data Security Standard (PCI DSS)

IV. Policy

A. Training

1. CSU will make available to faculty and staff, security awareness training to be completed annually. This training will provide appropriate data security and privacy training for all employees.

B. Forms

1. Employees sign a statement of understanding regarding acceptable use of technologies and confidentiality of information.

C. Procedures

1. Procedures are set by department to properly handle data.
2. IT security incident response and reporting procedures are based on the data involved.

D. Guidelines

1. CSU Information Classification Guidelines are included in annual training.
2. Employees are required to acknowledge guidelines for working from home and using personal cloud computing services for conducting CSU Business.

E. Access and Use

1. Legal or regulatory requirements may impact who is authorized to view CSU protected or private information access. In all other cases, Protected or Private information shall only be accessed by Authorized Users. Appropriate authorization includes the following:
    i. The designated trustee of information must authorize access to protected or private information to users as required for them to perform their assigned duties, to complete a business process, or by contractual obligation.
    ii. Departments or business units with need of contractors, vendors, or third parties not directly employed by CSU to perform business functions with protected or private information must complete the third-party checklist process.
    iii. The individual whose protected or private information is produced or displayed is authorized to access that information unless restricted by legal or contractual obligations.

F. Approved Transfer of Protected or Private Information

1. The following actions involving protected or private information must be authorized by the responsible Director, Department Head, or designee and related approval documentation or contract/agreement maintained on file:
    i. Transferring protected information between CSU computing resources and third-party vendors or service providers.

ii. Allowing system and network administrators to access protected information to perform an approved action to mitigate a system problem or as part of an incident response to a privacy breach investigation.

2. Coordinate with the CSU Legal Team in the event of receiving a valid subpoena, warrant, legal order, to meet a legal or contractual order for the transfer of protected information.

G. Third-party Access to Protected or Private Information

1. CSU may choose to contract with a third-party for the collection, storage, or processing of information, including protected or private information. The third- party may offer services in the form of hosting, outsourcing, or private/public cloud computing services.
2. If CSU contracts a third-party for the processing of protected or private information, this must be documented in a written agreement, in which the rights and duties of CSU and the third-party contractor in addition to any subcontractors engaged by the primary third-party contractor are specified. A third-party contractor shall be selected that will guarantee the technical and organizational security/privacy measures required in this privacy policy and provide sufficient guarantees with respect to the protection of the information.
3. A third-party contractor should also be contractually obligated to process protected or private information only within the scope of the contract and the directions of CSU. Processing of protected or private information may not be undertaken for any other purpose.

H. Physical Security Access Restrictions

1. Offices and storage facilities that maintain protected or private information locally must:
    i. Ensure that all protected or private information in all forms is secure in the work area at the end of the day and when employees are expected to be gone for an extended period.
    ii. Computer workstations that interface with protected or private information must be secured by locked rooms when the workspace is unoccupied.
    iii. Any protected or private information should be removed from the desk and locked in a drawer when the desk is unoccupied and at the end of the workday if the room cannot be secured.
    iv. File cabinets containing protected or private information must be kept closed and locked when not in use or when not attended.
    v. Keys used for access to resources holding protected or private information must not be left at an unattended desk.
    vi. Passwords may not be left on sticky notes posted on or under a computer, nor may they be left written down in an accessible location.
    vii. Printouts containing protected or private information should be immediately removed from the printer in unsecured areas.
    viii. Upon disposal, documents containing protected or private information should be shredded or placed in the locked confidential disposal bins. Electronic media containing protected or private information that is no longer needed should be physically destroyed or wiped by electronic methods to render the information unreadable and unrecoverable as stipulated in National Institute of Standards and Technology-Special Publication 800-88 Revision 1 Guidelines for Media Sanitization.
    ix. Whiteboards containing protected or private information should be erased unless they are in secured areas. In addition, whiteboards with protected or private information should not be facing external windows unless blinds are drawn down to prevent unauthorized viewing of content.
    x. Portable computing devices containing protected or private information such as laptops phones, tablets, and removable physical media should be secured in locked rooms, file cabinets, or locked drawers after normal work hours.
2. Additional physical privacy controls may also be required by law or contractual obligation for specific information items.

I. Online Collection of Protected and Private Information

1. Protected or private information collected on publicly accessible web pages or Intranet web pages must ensure technical controls provide encryption of protected information communicated between a user's browser and a web-based application through the use of secure protocols.
2. In addition, any storage of protected or private data on publicly accessible servers must be encrypted. CSU websites collecting protected or private information requires a link to the CSU Privacy Policy.
3. Prospective students, current students, faculty, staff, and interested parties residing outside of the United States and providing protected or private information electronically to CSU understand this information will be transferred to the U.S. where it will be processed and stored under U.S. privacy standards or by applicable framework agreements.

V. Standards for Specific Information Types

A. Public Records

1. CSU faculty, staff, and contracted business partners must ensure the safekeeping of public records that have archival, administrative, or legal value. Public records have retention, storage, disposal, and archival requirements.
2. Archived information classified as protected or private information must be maintained with the same safeguarding controls, such as encryption, that are legislated or contracted for production systems.

B. Student Educational Records

1. The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that ensures access and protects the privacy of student education records. State legislation will also require CSU to protect applicant records and student education records, in accordance with FERPA.
2. CSU has defined certain components of a student's education record as "Directory Information." "Directory Information" means information contained in an education record of a student that would not generally be considered harmful or an invasion of privacy if disclosed. These items are classified as Public information unless a student has chosen to restrict their directory information, which places a privacy hold on the student's account including "Directory Information." Students who wish to have their privacy flag removed from their permanent academic record must contact CSU through appropriate channels.

C. EU General Data Protection Regulation

The European Union General Data Protection Regulation is a privacy law that applies to the personal identifiable information collected in or from the European Union (EU), or that is related to goods or services offered in the EU. The GDPR requires that CSU process personal data lawfully, fairly and in a transparent matter. The personal data collected by CSU must be collected for specified, explicit and legitimate purposes. CSU collects or processes personal data for:

1. Legitimate interests pursued by CSU or third parties in providing education, employment, research and development, and community programs.
2. For the performance of a contract.
3. Compliance with legal obligations to which CSU is subject.
4. CSU is taking measures to protect personal identifiable information that is subject to the GDPR.

D. Social Security Numbers

1. CSU collects and stores Social Security Numbers (SSNs) as needed and as permitted by law. Departments and their employees are only permitted to collect or store SSNs when necessary to meet a state or federal requirement or the unit has obtained written approval from the President, Provost, Vice President, General Counsel, IT Security Team, or designated approver to meet an official business process.
2. CSU requires all entities maintain privacy controls over SSNs to meet legal, contractual, or good privacy practice requirements including:
    i. CSU student IDs are to be used instead of SSNs for routine university business.
    ii. Collection, storage, or processing of SSNs is restricted to CSU automated systems that serve the Enterprise Resource Planning (ERP) student, financial, and human resource systems.
    iii. SSNs must not be stored on CSU-owned or privately owned personal computing devices, or transferred to vendor storage services including cloud computing resources, unless appropriate management approval and execution of an information sharing agreement is granted for mission-critical CSU business activities.
    iv. SSNs must not be stored on CSU-owned or personal portable storage devices or mobile computing devices.
    v. SSNs or partial SSNs should never be displayed in areas such as public locations where it is not possible to restrict access to only those approved to view SSNs.
    vi. Any approved business process requiring the transfer of electronic documents containing SSNs over internal CSU network, Internet, or a wireless carrier's network requires the encryption of the transferred documents between the user's computing device and CSU information processing equipment.
    vii. Any required mailing of paper documents containing SSNs must be done in a manner that reduces the risk of displaying SSNs before the document is opened.

E. Gramm-Leach-Bliley Financial Modernization Act of 1999 (GLB)

1. CSU generates, receives, and stores many financial documents and records classified as protected. This includes, but is not limited to, information about the awarding and issuance of financial aid to students, and the collection of payments

from students, parents, and customers via check, money order, wire transfer, Automated Clearing House (ACH) and credit/debit card.

2. GLB (Public Law 106- 102) applies to any record handled or maintained by - or on behalf of - CSU or its affiliates that contains protected financial information about a student or other third-party who has a relationship with CSU.
3. GLB safeguarding provisions pertain to any record containing protected financial information whether in paper, electronic or other form, which is handled or maintained by or on behalf of the CSU or its affiliates. For these purposes, the term protected financial information shall mean any information:
    i. a student or other third-party provides to obtain a financial service from CSU,
    ii. about a student or other third-party resulting from any transaction with CSU involving a financial service, or
    iii. otherwise obtained about a student or other third-party in connection with providing a financial service to that person.
4. Moreover, safeguarding provisions of this policy and the CSU's security policy:
    i. ensure the security and confidentiality of covered records,
    ii. protect against any anticipated threats or hazards to the security of such records, and
    iii. protect against the unauthorized access or use of such records or information in ways that could result in substantial harm or inconvenience to customers.
5. All CSU contracts with providers who are responsible for processing, transferring, or storing GLB-protected CSU information will be required, under the terms of the contract, to stipulate implemented safeguards that adhere to, and comply with the provisions of the Gramm-Leach-Bliley Act.

F. Branded Credit/Debit Card Transactions

1. CSU will collect and use information obtained from branded credit/debit card transactions (VISA, MasterCard, American Express, and Discover) only for business purposes upon approval by CSU.
2. The credit card information will be safeguarded in a confidential manner as defined by Payment Card Industry – Data Security Standard (PCI DSS) compliance, and as specified in the merchant agreements as contractual obligations.

G. Research Information

1. Departments and other units conducting research must be aware of appropriate privacy restrictions for information transmitted, stored, or processed as part of research projects. Research shall also be included in data classification, risk assessment, and risk mitigation planning and activities.
2. Legal privacy restrictions include, but are not limited to, the Health Insurance Portability and Accountability Act (HIPAA), International Traffic in Arms Regulations (ITAR), The Belmont Report (1979) and 2.1 Code of Federal Regulations Title 45 Part 46: The Common Rule concerning the protection of human subjects, other federal or state legal requirements, and contractual research information privacy restrictions.
3. The privacy of protected or private research information shall be safeguarded with appropriate information privacy and security controls such as those published by the National Institute of Standards and Technology (NIST), ISO, or Federal Information Security Management Act (FISMA). Required information privacy and security controls extend to any device used to transmit, store or process protected or private research information.

VI. Enforcement, Violations, and Incident Reporting

A. Disciplinary action for violating this policy will follow CSU's standard for adherence to university policies. Consequences for violating privacy and data security laws will be commensurate with applicable laws and regulations.

B. Privacy violations occur when a CSU student, staff, contractor, or faculty member violates this policy, specific legal privacy requirements, or contractual obligations. For the purpose of this policy there are three primary classifications of privacy violations at CSU:

1. Incidental disclosure which occurs when an unauthorized party overhears or sees protected or private information during a permitted use or disclosure in a workspace.
2. Accidental disclosure occurs when privacy control weaknesses allow unauthorized access to protected or private information. Privacy control weaknesses include human error or a fault in privacy control procedures that leads to a loss of ability to limit access to protected or private information to only authorized users.
3. Intentional disclosure occurs when privacy controls are overridden to allow unauthorized access or disclosure of protected or private information. This type of insider threat event can be done with or without malicious intent.

C. It is the responsibility of each CSU student, staff, contractor, or faculty member to immediately report suspected or confirmed incidents to their supervisor or contract administrator including accidental incidents. Incidents are evaluated and resolved according to the CSU Incident Response Guidelines.

D. If the supervisor or contract administrator is unavailable or if there is a potential conflict of interest, the report should be directed to the Director, Department Head, IT Security Team, or through the CSU Help Desk. This designee must inform the Data Security Officer of any suspected or confirmed privacy breaches within 24 hours

Acronyms

AARTS	Army/American Council on Education Registry Transcript System	GED	General Education Development
ADA	Americans with Disabilities Act	I	Incomplete
AGI	Adjusted Gross Income	IP	In Progress
AS	Associate of Science	ISIR	Institutional Student Information Record
AU-ABC	Air University-Associate to Baccalaureate Cooperative	JST	Joint Services Transcript
BS	Bachelor of Science	LOA	Leave of Absence
BSBA	Bachelor of Science in Business Administration	MBA	Master of Business Administration
CCAF	Community College of the Air Force	MPN	Master Promissory Note
CHEA	Council for Higher Education Accreditation	MS	Master of Science
CLEP	College Level Examination Program	MyCAA	Military Spouse Career Advancement Accounts
CSU	Columbia Southern University	NSLDS	National Student Loan Data System
DANTES	Defense Activity for Non-Traditional Education Support	POST	Peace Officer Standards and Training Council
DAP	Degree Action Plan	R	Placeholder for a Retake
DBA	Doctor of Business Administration	SAP	Satisfactory Academic Progress
DC	Dropped due to course being closed	SMART	Sailor/Marines American Council on Education Registry Transcript
DN	Dropped due to Non-Attendance	SOCAD	Servicemembers Opportunity Colleges Army Degree
DOE	Department of Education	SUB	Subsidized Federal Stafford Loan
DP	Student dropped course before start date or within 1st week of course	TA	Tuition Assistance
EFA	Estimated Financial Assistance or Estimated Financial Aid	TOEFL	Test of English as a Foreign Language
EFC	Expected Family Contribution	UNSUB	Unsubsidized Federal Stafford Loan
FA	Financial Aid	VA	Veteran's Affairs
FAFSA	Free Application for Federal Student Aid	W	Withdrawn
FSA	Federal Student Aid	WF	Withdrawn/Failure
FERPA	Family Educational Rights and Privacy Act		