

2026 - 2028

Student Handbook



COLUMBIA
SOUTHERN
UNIVERSITY

Student Handbook | Effective July 1, 2026 through June 30, 2028

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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.

A handwritten signature in black ink that reads "Ken Styron". The signature is fluid and cursive, with a long horizontal line extending from the end of the name.

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, and quality for fully online, accredited universities by growing CSU brand awareness overall and, specifically, 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](#).

Institutional 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).

Programmatic Accreditation

Accreditation Council for Business Schools and Programs

CSU is accredited by the Accreditation Council for Business Schools and Programs (ACBSP). ACBSP accredits the AS and BS in Business Administration, the MBA and the DBA degrees, and the BS and MS in Organizational Leadership degrees.

National League for Nursing Commission for Nursing Education Accreditation

The Columbia Southern University, Bachelor's Degree in Nursing and Master's Degree in Nursing Programs, holds **pre-accreditation status** from the National League for Nursing Commission for Nursing Education Accreditation (NLN CNEA), located at 2600 Virginia Avenue, NW, 8th Floor, Washington, DC, 20037; phone [\(202\) 909-2487](tel:2029092487). Holding pre-accreditation status does not guarantee that initial accreditation by NLN CNEA will be received.

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 submitting a formal written complaint to SACSCOC. A formal complaint is one that is (1) submitted in writing using the electronic SACSCOC Complaint Form and (2) signed (electronically) by the person submitting the complaint (complainant). 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](#)

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 7AM to 5PM

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 foster student success through dedicated coaching and mentoring. Our advisors are committed to guiding students towards their educational aspirations with personalized and holistic advising.

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 empower students to recognize and leverage their abilities, guiding them to make informed decisions for their academic and future success.

Admissions

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

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:

- » 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.
- » Promote and foster connectivity by engaging and promoting relationships in the local and broader community.

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/military-faqs>

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 Assistant Dean, 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*: <i>*3 Days Prior to Term End Dates</i>	Sunday	10AM to 7PM
	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.

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 to inspire students and alumni by sharing their stories, connect with faculty members through faculty profiles and celebrate our students' accomplishments through student news. The Communicator blog also provides information on various university services, programs, and policies. It is a central method used to communicate important university news with students and should be referenced often. A Communicator article roundup is emailed once a month to students and alumni. Students may subscribe to the monthly email by accessing the Columbia Southern University Communicator through the myCSU Student Portal.

Social Media Communication

Columbia Southern University may utilize various social media platforms to communicate new services, closure announcements, or general announcements to students. Platforms include Facebook, LinkedIn, Instagram and YouTube. Students may also collaborate through the private Columbia Southern University - 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 Library via live chat service 24 hours a day, 7 days a week, by visiting the [CSU Library 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

Internet Browser

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

Internet Connection

Minimum download speeds of 1.5 Mbps,

Minimum upload speed of 750Kbps

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 are provided with access to Microsoft Office 365 by logging in with their CSU Microsoft account at www.microsoft365.com. Students can utilize the online version or download the full Microsoft Office Suite to their device. For more information on the Microsoft Resources provided, visit

<https://mycsu.columbiasouthern.edu/csu-microsoft-services/>

Mobile Devices

Mobile devices like smartphones and tablets can be used as a secondary means of access via the Blackboard mobile app or the default device browser, but a laptop or desktop computer is recommended for full functionality, I.E. Study guides in many courses will not be fully accessible using a Tablet or Mobile Device.

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
<i>(update to newest curriculum available for same degree)</i>	
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 an [**Official Transcript Request**](#).

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. Please allow 5 business days for processing. The record is delivered electronically or can be mailed as a sealed official transcript to the institution or person indicated on request. An unofficial transcript may be emailed or faxed if indicated on the request. 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.

2026 - 2028 Observed Holidays

University offices are closed annually in observance of the following holidays. Students are also notified of all closures in the myCSU Student Portal under Notifications.

HOLIDAY	CLOSED	REOPENS
2026		
Independence Day	Jul 3	Jul 6
Labor Day	Sep 7	Sep 8
Veterans Day	Nov 11	Nov 12
Thanksgiving	Nov 26-27	Nov 30
Christmas	Dec 24-28	Dec 29-31
2027		
New Year's Day	Jan 1	Jan 4
Martin Luther King Jr. Day	Jan 18	Jan 19
Fat Tuesday (Mardi Gras)	Feb 9	Feb 10
Good Friday	Mar 26	Mar 29
Memorial Day	May 31	Jun 1
Juneteenth	Jun 18	Jun 21
Independence Day	Jul 5	Jul 6
Labor Day	Sep 6	Sep 7
Veterans Day	Nov 11	Nov 12
Thanksgiving	Nov 25-26	Nov 29
Christmas	Dec 23-27	Dec 28-30
2028		
New Year's Day	Dec 31	Jan 3
Martin Luther King Jr. Day	Jan 17	Jan 18
Fat Tuesday (Mardi Gras)	Feb 29	Feb 30
Good Friday	Apr 14	Apr 17
Memorial Day	May 29	May 30
Juneteenth	Jun 19	Jun 20

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

DOCTORAL STUDENT RESOURCES

Doctoral Writing and Research Center

Doctoral students have access to the CSU Doctoral Writing and Research Center. Students are encouraged to explore the center as it is designed to provide doctoral level tools, resources, and services.

DWRC Mission Statement

Provide high quality, efficient services, tools, support staff and processes to all graduate and doctoral programs at CSU. Implement this support while maintaining that each program has the ability to design their doctoral program to their program's industry protocols and the preferences of the individual program.

DWRC Vision Statement

Maintain high quality services in the doctoral center at the highest level of efficiency creating a climate encouraging additional doctoral programs to be launched. Through this, provide the opportunity for CSU to be branded as the doctoral university of choice.

Description

The Doctoral Writing & Research Center advances doctoral level writing and research skills providing support services, tools and resources. Doctoral students will develop a high-quality scholarly research study that has the opportunity to advance theoretical literature and solve industry problems. Doctoral faculty are prepared to aide students on their doctoral journey.

Learning Outcomes

1. Improve doctoral writing skills.
2. Develop doctoral research skills.
3. Compile research study.
4. Summarize research study results towards solving industry problems and/or contributing to scholarly literature.

Services

Doctoral Student Advising

Designated doctoral advising providing guidance throughout doctoral journey. Continuous source of information and support.

Doctoral Writing Coaches

Dedicated writing services offering 1:1 tutoring during didactic core courses as well as applied dissertation/capstone. Final editing of applied dissertation/capstone is also offered.

Research Support

Dedicated research support faculty offering weekly group sessions and 1:1 tutoring in quantitative and qualitative research. Methodology support also provided.

Doctoral Research & Writing Center (Blackboard DWRC)

Comprehensive compilation of everything students need to be successful in doctoral programs housed in Blackboard. This includes templates, instructions, videos, etc.

Milestone Mapping

Tool providing students with the ability to choose the length of time in which they will complete their dissertation/capstone with accountability measures imbedded within.

Virtual Residencies

- Onboarding your Doctorate Residency-Half day residency at beginning of doctoral program
- Journeys Residency - Full day residency providing everything student needs to successfully complete applied dissertation/capstone.

Pre-Dissertation Mentorship Program (PDMP)

Offline faculty mentorship completed during the last courses of the didactic phase providing students with a head start on their dissertation and progress on completing their prospectus.

Applied Dissertation/Capstone

Dedicated chair and committee guiding student's journey through the compilation of the applied dissertation/capstone. This includes 1:1 weekly sessions providing necessary advice, tools and support as they advocate for the student.

NOTE: Applied dissertation is required for all programs except College of Safety and Emergency Services (CSES) students. CSES offers an additional option of an industry-relevant Capstone project to fulfill research study requirements.

Institutional Review Board (IRB) and Proposal Review Board (PRB)

IRB and PRB approval process provided through IRB Coordinator.

Business Management Research & Application (BMRA) Academic Journal

Provides students with the opportunity to publish in a peer reviewed scholarly academic journal indexed by ISSN and DOI numbers. Hosted by CSU DBA program.

DEGREE CONFERRAL SCHEDULE

2026 – 2028 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 2026 – 2028.

Month	Mid-Month	End of Month
July 2026	7 th	21 st
August 2026	4 th	18 th
September 2026	1 st	15 th
October 2026	6 th	20 th
November 2026	3 rd	17 th
December 2026	3 rd	15 th
January 2027	5 th	26 th
February 2027	2 nd	23 rd
March 2027	9 th	30 th
April 2027	6 th	27 th
May 2027	11 th	25 th
June 2027	8 th	29 th
July 2027	13 th	27 th
August 2027	10 th	24 th
September 2027	14 th	28 th
October 2027	12 th	26 th
November 2027	2 nd	16 th
December 2027	7 th	14 th
January 2028	4 th	25 th
February 2028	8 th	22 nd
March 2028	7 th	21 st
April 2028	4 th	25 th
May 2028	9 th	23 rd
June 2028	6 th	27 th

ACADEMIC CALENDAR

Effective Dates and Terms

July 1, 2026 through June 30, 2028 | 1A27 through 6B29

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.

2026-2027 Academic Calendar

Track A

Semester	Term	Registration	Start Date	Drop Date	End Date
Summer	1A27	04/08/26 - 06/29/26	07/01/26	07/07/26	08/25/26
Fall	2A27	06/17/26 - 08/31/26	09/02/26	09/08/26	10/27/26
Winter	3A27	08/19/26 - 11/02/26	11/04/26	11/10/26	01/12/27
Christmas Break – During Term 3A (12/16/26-12/29/26)					
Winter	4A27	10/21/26 - 01/18/27	01/20/27	01/26/27	03/16/27
Spring	5A27	01/06/27 - 03/22/27	03/24/27	03/30/27	05/18/27
Spring	6A27	03/10/27 - 05/24/27	05/26/27	06/01/27	07/20/27

Track B

Semester	Term	Registration	Start Date	Drop Date	End Date
Summer	1B27	05/13/26 - 07/27/26	07/29/26	08/04/26	09/22/26
Fall	2B27	07/15/26 - 09/28/26	09/30/26	10/06/26	11/24/26
Fall	3B27	09/16/26 - 11/30/26	12/02/26	12/08/26	02/09/27
Christmas Break – During Term 3B (12/16/26 - 12/29/26)					
Winter	4B27	11/18/26 - 02/15/27	02/17/27	02/23/27	04/13/27
Spring	5B27	02/03/27 - 04/19/27	04/21/27	04/27/27	06/15/27

2027-2028 Academic Calendar

Track A

Semester	Term	Registration	Start Date	Drop Date	End Date
Summer	1A28	05/12/27 - 07/26/27	07/28/27	08/03/27	09/21/27
Fall	2A28	07/14/27 - 09/27/27	09/29/27	10/05/27	11/23/27
Winter	3A28	09/15/27 - 11/29/27	12/01/27	12/07/27	02/08/28
Christmas Break – During Term 3A (12/15/27 - 12/28/27)					
Winter	4A28	11/17/27 - 02/14/28	02/16/28	02/22/28	04/11/28
Spring	5A28	02/02/28 - 04/17/28	04/19/28	04/25/28	06/14/28

Track B

Semester	Term	Registration	Start Date	Drop Date	End Date
Summer	1B28	04/07/27 - 07/05/27	07/07/27	07/13/27	08/31/27
Fall	2B28	06/23/27 – 09/06/27	09/08/27	09/14/27	11/02/27
Fall	3B28	08/25/27 – 11/08/27	11/10/27	11/16/27	01/18/28
Christmas Break – During Term 3B (12/15/27 - 12/28/27)					
Winter	4B28	10/27/27 – 01/24/28	01/26/28	02/01/28	03/21/28
Spring	5B28	01/12/28 – 03/27/28	03/29/28	04/04/28	05/23/28
Spring	6B28	03/15/28 – 05/29/28	05/31/28	06/06/28	07/25/28

Note: The [Academic Calendar](#) is subject to change and may be viewed on the website.

Overlapping Tracks Policy

Columbia Southern University's LifePace Learning system consists of "A" and "B" tracks. Both tracks provide nine (9) weeks of instruction per term, and each track is offered with either five (5) or six (6) starts within an academic year*. To maintain the integrity of the academic year for all students, and to avoid errors in the award and disbursement to students utilizing financial aid, all students must select either the "A" track or the "B" track and are not permitted to overlap tracks. To clarify, a student cannot be enrolled in the "A" track and "B" track simultaneously.

Exceptions to the policy may be approved by the Director of Academic Advising and the Director of Financial Aid.

**CSU's academic year is defined as 4 terms, 36 weeks of instruction. An undergrad student is expected to complete 24 credit hours in an academic year. A graduate student is expected to complete 12 credit hours in an academic year.*

TUITION, FEES, & FINANCIAL ASSISTANCE

Tuition Rates

Education Level	Cost Per Credit Hour
Undergraduate	\$270.00
Masters†	\$349.00
Doctoral	\$545.00

New Tuition Rates – Effective July 1, 2025

The new tuition rate takes effect with **Term 1B26**. Registration for Term 1B26 begins on April 9, 2025.

Education Level	Cost Per Credit Hour
Undergraduate	\$278.00
Masters†	\$359.00
Doctoral	\$561.00

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 bachelor's and 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. The technology fee will not apply to active-duty U.S. service members.

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 (<i>per course</i>)	\$35
– Graduate (<i>per course</i>)	\$45
– Doctoral (<i>per 1 credit hour course</i>)	\$20
– Doctoral (<i>per 3 credit hour course</i>)	\$60
Credit and Debit Card Fee	2.75%
Effective July 3, 2025, a 2.75% fee will be applied to all credit and debit card payments to CSU, including tuition and fees. Other payment options remain that do not require a fee including cash, check, money order or Automated Clearinghouse (also known as ACH or direct deposit). We encourage students to take advantage of these options.	

Additional Fees

Fee	Amount
Bachelor to Associate Degree Request	\$100

Fee	Amount
Change of Concentration	\$25
Change of Program	\$35
CSU Official Transcript	\$15
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 (<i>One-Time Fee</i>)	20%
Replacement Diploma/Certificate	\$25
Return ACH	\$25
Return Check	\$25
Subsequent Evaluations	\$35
Commencement Ceremony <i>Includes four (4) guests</i>	\$165
Additional Guests – Fee Per Person	\$30

1. *Technology Fee will be applied to each course that a student enrolls. 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.)*

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.

Tuition and Fees Payment Policy

Tuition and fees are due in full prior to each term start, or the student may select an approved payment plan by the Saturday prior to each term start. Students may pay in full or by approved payment plan in the student portal.

Payments

- Payment in full is due by the Saturday prior to a term start date.
- Students utilizing an approved payment plan should have their payment plan set up by the Saturday prior to the term start date. Payment plan options include weekly, bi-weekly, monthly, and full payment.

Outstanding balances must be paid in full, or an approved payment plan set up prior to the last day of the Add/Drop period to avoid an institutional drop from all enrolled courses. When utilizing an approved payment plan, payments must successfully process in order for the payment plan to remain in place. If there are any declined payments or payments returned for insufficient funds, the payment plan may be cancelled. If the payment plan is cancelled, the outstanding balance will need to be paid in full before being allowed to proceed with taking courses.

Students will not be dropped from courses if using a confirmed financial assistance method where payment is already scheduled. This includes federal student aid, tuition assistance, and corporate billing.

Balance From Previous Term

Students are only allowed to carry over a balance from the previous term. Any carryover balance must be paid in full by the end of the term in which the student is currently enrolled. Students with a carryover balance from the previous term must work with a collections team member within Student Accounts to set up an approved payment plan or make arrangements to pay the balance in full. Students cannot enroll in future terms until the carryover balance is paid in full.

Refunds

- Any tuition paid is subject to the Tuition Refund Policy.
- Any fees paid are non-refundable, except the technology fee.
- The technology fee may be refunded only if the student did not access the course(s) during the Add/Drop period.

Student Debt Responsibility

If a student's unpaid balance exceeds 365 days, CSU will write it off as bad debt. The student's online ledger may reflect a \$0.00 balance; however, the student remains responsible for the debt. A returning student will not be permitted to enroll until the balance is paid in full.

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 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

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:

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

CSU 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

Columbia Southern University (CSU) upholds the highest standards of academic integrity as ethical behavior is fundamental to a successful academic career. All students, faculty, and staff are expected to commit to honesty, fairness, and responsibility in their academic pursuits. Violations of these principles are considered breaches of the CSU Academic Integrity Policy and are taken seriously.

Academic dishonesty is defined as any act that violates academic rules and can take several forms, including but not limited to the following:

- **Plagiarism** is the use of someone else's words or ideas without proper attribution whether the material is paraphrased or copied verbatim.
- **Self-plagiarism** occurs when a student reuses their previous work without acknowledgement or prior professor approval.

- **Cheating** includes using unauthorized materials, information, or aids to fulfill academic requirements. Cheating may also include, but is not limited to actions such as contract cheating, the use of paper generators, buying or selling assignments, submitting another person's work, using Artificial Intelligence (AI) as a substitute for the student's original work, collusion to cheat, and fabricating citations.

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.

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.

Disciplinary Procedures

Violations of the Academic Integrity Policy are documented and can prevent students from graduating with honors. Sanctions vary based on the severity and frequency of offenses and may include, but are not limited to:

- Point deductions
- Assignment or course failure
- Academic Integrity Training Module Course
- Probation - Students issued academic probation must demonstrate integrity across 12 credit hours, complete Academic Integrity Training Module course, and may be restricted to enrollment of one course at a time. Failure to comply may result in additional sanctions. Successful completion of probation requires no further violations during the probation period. Future violations may result in additional penalty.
- University dismissal – Upon approval of the Senior Vice Provost of Academic Affairs or Provost
- Degree revocation – Upon approval of the Provost

Escalating Offense Steps and Involved Parties

Except in cases where a first or subsequent violation is so severe that dismissal is appropriate, the below procedures are followed to address situations wherein students exhibit academic dishonesty in violation of academic integrity standards.

Please note: CSU reserves the right to amend these procedures as appropriate.

For an initial offense, the student receives a written notification from the course faculty member detailing the violation, along with a request to discuss the concern orally. During this discussion, the student will be provided with an explanation of the evidence against them and the student will be given the opportunity to present their position. The course faculty member assesses the situation and may decide to permit resubmission of the assignment or impose grading penalties. As a result, the student may be allowed to resubmit the assignment or receive a grading penalty on the original work. However, if the faculty member concludes that a more severe penalty is warranted, they will refer the matter to the Dean of Students (or designee), who will refer to the Academic Program Director or in elevated cases, the College Dean.

Additional Offenses may result in additional written notices from a faculty member, oral conversations with the faculty member, Academic Program Director, or College Dean, and may result in an escalation of penalties through the process managed by the Dean of Students (or designee). In all such cases of additional offenses, the student will be given the opportunity to present their position before a decision is rendered.

There is no limitations period 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. Violations discovered post-degree conferral are reviewed by the Provost/Chief Academic Officer.

Appeals Process

If a student disagrees with the issued sanctions, they may submit a written appeal to the Dean of Students to be reviewed by the Senior Vice Provost for Academic Affairs. The appeal must thoroughly explain the basis for disagreement. The Senior Vice Provost will review the evidence, communicate with the student, and render a final decision with an explanation of the basis of the decision, which cannot be appealed.

Policy Exceptions

Any exceptions to this policy must be approved by a College Dean, the Senior Vice Provost for Academic Affairs, or the Provost.

AI Acceptable Use Policy

CSU is committed to maintaining a safe and respectful educational environment, ensuring that all members of our community adhere to these standards.

Columbia Southern University (CSU) recognizes the transformative potential of Artificial Intelligence (AI) and Generative AI (collectively “AI”) in enhancing educational experience. The overarching objective is to uphold principles of integrity, responsibility, and transparency in AI utilization, thereby cultivating an academic environment that values ethics and fosters innovation.

Purpose

This policy outlines the acceptable use of AI technologies within CSU. This policy aims to ensure that AI is used responsibly, ethically, and in alignment with CSU values, while fostering innovation, protecting users' rights, and maintaining academic and professional integrity.

Definition

The definition of AI is found in CSU’s Common Terminologies for Artificial Intelligence but, in general, includes software or applications that can generate, modify, or analyze human language, visual content, or other academic inputs. Examples of AI include Open AI/Chat GPT, Microsoft CoPilot, Grammarly, and Scribe. However, there are numerous other software applications and platforms that use AI.

Scope

This policy applies to the CSU Student community, encompassing students engaged in any capacity with coursework involving AI technologies. This includes all students taking courses for credit at CSU regardless of the program in which they are enrolled or what year or level of study.

Principles of Ethical AI Use

Responsibility: AI shall be used in ways that uphold ethical standards, including fairness, transparency, and non-discrimination.

Academic Integrity: AI utilization shall uphold the integrity of scholarly academic writing and research, ensuring that coursework reflects original thought, knowledge, skills, and efforts. Students may not use AI to replace their own critical thinking, problem-solving, or original analysis.

Fairness: AI utilization shall provide fairness by upholding academic integrity and promoting ethical use in education ensuring that all students have an equal opportunity to succeed based on their own merits.

Transparency: The integration of AI in coursework shall be transparent, with clear communication about when, how, and why AI is being utilized. Students using AI in submitted coursework should identify which specific AI tool(s) was used and for what purpose.

Privacy and Data Security: The use of AI must protect the privacy and security of personal and sensitive data.

Human-Centric: AI shall enhance human decision-making, not replace it. Human oversight and intervention are critical to ensure that AI technologies are used as tools to support, rather than replace, human judgment and creativity.

Prohibited Use

Student use of AI in contradiction of the above Principles of Ethical AI use is not permitted. Examples of violations of this Policy include, but are not limited to:

- Using AI tools to generate or complete assignments or other coursework where such use is expressly barred by the instructor.
- Submitting AI-generated work without proper attribution or disclosure.
- Uploading confidential or copyright university materials (*e.g.*, test questions, unpublished data, CSU library resources) to external AI platforms.

Acceptable Use

Examples of acceptable use of AI include, but are not limited to:

- Brainstorming and researching topics of interest
- Locating potential sources
- Clarifying passages from readings
- Generating images for presentations

AI acceptable use may vary depending on the course, outcomes, and instructor expectations. Students should consult with instructor for guidance regarding acceptable use.

Student Responsibilities

Students should ask instructors for guidance about compliance with this Policy, maintain appropriate records of their AI usage, and educate themselves about AI limitations and biases. CSU offers education and training programs related to the knowledge and skills needed to navigate and utilize AI technologies ethically and effectively.

Compliance and Enforcement

Use of AI in violation of this Policy will be treated as academic misconduct. CSU will take disciplinary action under the principles and procedures set forth in its Academic Integrity Policy for any violations of this policy. Sanctions for violation of the Academic Integrity Policy range from point deductions to dismissal and degree revocation. By adhering to these ethical guidelines, CSU reaffirms its commitment to academic integrity, innovation, and responsible use of technology.

CSU will periodically review and revise this policy to reflect advancements in AI technology and evolving ethical standards. Please note: CSU reserves the right to amend this Policy as appropriate.

Exceptions to this policy may be granted with approval from the Provost or the Senior Vice Provost for Academic Affairs (SVPAA). /-85263

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.

Accelerated Program Enrollment

Students may enroll in an accelerated Bachelor's to Master's degree program in the below programs. Students can replace 2 courses (6 credits) of their bachelor's degree free electives* with 2 courses (6 credits) required for the aligning master's degree. Once students complete the 120-credit bachelor's program, which incorporates the 6 credits taken at the master's level, the University Registrar will confer the bachelor's degree and automatically enroll the student in the aligning master's degree program listed below. The 2 master's level courses (6 credits) taken in the bachelor's degree will transfer into the aligning master's degree program, and the student will begin with the third course in the master's sequence. Students will have 10 courses (30 credits) to complete the master's degree. Those interested in enrolling in the Accelerated Program option need a minimum 2.5 GPA and may reach out to their Academic Advisor for assistance with next steps.

- B.S. Business Administration to Master of Business Administration (MBA)
- B.S. Criminal Justice Administration to M.S. Criminal Justice Administration
- B.S. Emergency Management to M.S. Emergency Services Management
- B.S. Emergency Medical Services Administration to Master of Public Administration
- B.S. Emergency Medical Services Administration to M.S. Health Care
- B.S. Fire Administration to Master of Public Administration
- B.S. Fire Administration to M.S. Emergency Services Management
- B.S. Fire Administration to M.S. Fire Executive Leadership
- B.S. Health Care Administration to M.S. Health Care
- B.S. Homeland Security to M.S. Homeland Security
- B.S. Human Resources to M.S. Human Resources
- B.S. Information Systems and Cyber Security to M.S. Information Technology
- B.S. Information Technology to M.S. Information Technology

- B.S. Instructional Design and Technology to M.S. Instructional Design and Technology
- B.S. Occupational Safety and Health to M.S. Occupational Safety and Health
- B.S. Organizational Leadership to Master of Organizational Leadership
- B.S. Psychology to M.S. Psychology
- B.S. Strategic Leadership to M.S. Strategic Leadership

*If no free elective credit is available, students may request an exception for the replacement of a remaining course at the Bachelor's level with a Master's level course. Requests of this nature are considered by the Academic Program Director of the Bachelor's program. Students may connect with their Academic Advisor to pursue the exception.

**Additional exceptions to the Accelerated Program Enrollment requirements are reviewed by the College Dean, Vice Provost of Academic Affairs, or Provost.

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**](mailto:disabilityservices@columbiasouthern.edu).

Academic Grievance Policy

Columbia Southern University (CSU) upholds the principle of academic freedom, granting faculty the right to determine student grades based on their expert review of course work. The grading policy is provided in the Student Handbook in the section entitled "Grading Policies." Once grades are recorded by the Registrar's Office, they are considered final and accurate, except in instances where valid grounds for appeal exist, such as calculation errors, uncommunicated criteria, or unfair application of standards.

Grade Appeal Process

Initial Grievance

Students are encouraged to informally discuss grading concerns with the faculty member when the issue arises. If an agreeable solution cannot be achieved and the student concern remains, the student must provide a written grievance within five business days of the grade issuance, sent to [**StudentResolution@columbiasouthern.edu**](mailto:StudentResolution@columbiasouthern.edu).

The Dean of Students (or designee) will facilitate the grievance process by sending the written grievance to the Academic Program Director (APD) who will review the circumstances and speak with both the faculty member and the student. The APD will respond in writing within five business days of receipt of the student grievance.

Formal Appeal

If the grievance remains unresolved, students can file an appeal by sending a written appeal to [**Grievance@columbiasouthern.edu**](mailto:Grievance@columbiasouthern.edu) within ten business days of receiving the APD's decision. The appeal must include a detailed explanation and supporting documentation.

Dean's Review

The appeal is reviewed by the College Dean, who will consult with the APD, the student, and the faculty member. The College Dean will make a determination on the appeal and will issue a final decision in writing within ten business days. The College Dean's decision is final.

Exceptions to the policy or process may be determined and initiated by the Senior Vice Provost of Academic Affairs or Provost. For complaints involving discrimination or harassment, students should consult the [Equal Opportunity, Harassment, and Non-discrimination policy](#). Students wishing to file with external agencies are encouraged to follow university procedures first, with contact information available on the [CSU Website](#).

Non-Academic Grievance Policy

Columbia Southern University (CSU) provides a structured pathway for resolving non-academic grievances, including discrimination claims. These procedures address issues unrelated to academics, such as the following:

- Discrimination or harassment against students based on race, color, or national origin and against students and other individuals based on age, or disability,
- Fee disputes or refunds,
- Administrative processes,
- Denial of a requested service or accommodation requested due to a disability,
- Hazing behaviors.

Non-academic claims by one student against another student will be handled under CSU's Student Code of Conduct procedures. Sexual misconduct allegations, grading concerns, and appeals for Satisfactory Academic Progress (SAP) are all handled under separate policies.

Complaint Process

1. Informal Resolution

Individuals are encouraged to first discuss their grievance with the Dean of Students (or designee) via StudentResolution@columbiasouthern.edu within five business days of the issue arising. If informal resolution is not possible or appropriate or if an individual is not satisfied with the informal resolution process, individuals may proceed to the formal grievance process.

2. Formal Grievance

- Submit a formal grievance via email to Grievance@columbiasouthern.edu within 20 business days of the issue occurring. The grievance must include detailed information such as facts surrounding the incident or action complained of including the identity of the person(s) about whom the individual is complaining, dates, if discrimination is alleged, the type of discrimination alleged to have occurred, the names of any witnesses, relevant policies, desired resolution, and any supporting evidence. The grievant should also state in their Formal Grievance whether they will be assisted by a representative and, if so, the name of the representative. For purposes of these procedures, an attorney is not an appropriate representative for any party.
- Upon receipt of the formal grievance, the appropriate Department Leader will be the designated Grievance Decisionmaker and will notify the person who is the subject of the grievance and provide them with the opportunity to respond in writing and identify any witnesses and other evidence within five (5) business days. The Grievance Decisionmaker may extend this time for good cause in their sole discretion, if requested.
- The Grievance Decisionmaker will investigate and aim to resolve the matter within 30 calendar days. If the Department Leader is the subject of the grievance or was involved in the unsuccessful informal resolution process, the grievance will go to the Department Leader's direct supervisor, who will serve as the Grievance Decisionmaker.
- The investigation will include an interview of the relevant parties and any known witnesses, a review of relevant evidence, including any evidence submitted by the parties, and any other steps necessary to ensure a prompt, equitable and thorough investigation of the grievance. Interviews of parties and witnesses will be carried out in a manner that is conducive to fair resolution of the matter, minimization of conflict, and prevention of intimidation. The grievant and the person against whom the grievance has been brought may present relevant evidence throughout the investigation. Each party will have an equal opportunity to present evidence consistent with the requirements and restrictions of the Family Educational Rights and Privacy Act (FERPA). Both parties will be given periodic updates of the status of the investigation as warranted.

- Upon completion of the investigation, the Grievance Decisionmaker will issue a written decision using a preponderance of evidence standard of proof, which is met if there is a greater than 50% chance that the claim is true. If this standard of evidence supports the claim of the grievant, a decision will be issued in support of the grievant, which will include any appropriate remedies to resolve the matter. Copies of the decision will be given to the grievant and the person who is the subject of the grievance. Both parties will be sent the decision at the same time.

3. Appeal

- If the grievance decision is unsatisfactory to either party, an appeal can be submitted within 10 business days to the Non-Academic Grievance Appeals Committee via sending an email to Grievance@columbiasouthern.edu. The appeal must clearly explain the grounds and desired outcome. The Committee, chaired by the Senior Vice Provost of Academic Affairs (SVPAA), is comprised of a group of three (3) university senior leaders identified by the SVPAA.
 - Once a written appeal is received, the non-appealing party will be given 10 calendar days to review the appeal and provide a written response.

Appeal Hearing Options

- To address the Appeal, the chair of the Non-Academic Grievance Appeals Committee holds the authority to conduct a thorough review of provided documentation and either schedule an appeal hearing or render an independent recommendation without the participation of the other Committee members based on the record evidence.
- If the chair, in their sole discretion, determines a need to schedule a virtual/in-person appeal hearing, the hearing will occur before the Committee and take place within 10 business days of receipt of the Grievance Appeal. The chair may extend the deadline to schedule the hearing for good cause. The Office of the Dean of Students will schedule the hearing for the Committee, the grievant, and the Grievance Decisionmaker.
- In cases where the Chair decides to hold a hearing, the appealing party will be required to present their perspective to the Committee and the other party will be given the opportunity to present a response. The Committee will hear the appeal and vote on a decision to recommend to the Chair. The Chair will render a written decision within 5 business days if a hearing occurs, unless time is extended by the Chair for good cause.
- If the Chair decides not to hold a hearing, the Chair will render a written decision within 5 business days of receiving the non-appealing party's response to the appealing party's appeal.
- The Chair's decision is final.

Exceptions to the policy and/or process may be issued by the Senior Vice Provost of Academic Affairs or Provost. Students wishing to file complaints related to sexual misconduct should refer to the [Equal Opportunity, Harassment, and Non-discrimination policy](#). For external complaints, students are encouraged to exhaust CSU's internal processes first, with agency contact information available on the [CSU Website](#).

Anti-Hazing Policy

Columbia Southern University (CSU) is committed to fostering a safe, inclusive, and respectful learning environment for all students, regardless of physical location. This policy applies only to activities carried out in the course of initiation into, affiliation with, or the maintenance of membership in, a student organization. Hazing, as defined by [The Stop Campus Hazing Act \(20 U.S.C. § 1092\(f\)\)](#) and [Alabama Code § 16-1-23](#) (2024), in any form is strictly prohibited. All students, faculty, staff, and affiliated individuals participating in any institutional activity, including but not limited to online courses, virtual and/or in-person events, and remote and/or in-person student organizations are subject to this policy.

The Stop Campus Hazing Act

The Stop Campus Hazing Act (20 U.S.C. § 1092(f)) defines the term hazing to mean any intentional, knowing, or reckless act committed by a person (whether individually or in concert with other persons) against another person or persons regardless of the willingness of such other person or persons to participate, that (1) is committed in the course of an initiation into, an affiliation with, or the maintenance of membership in, a student organization (e.g., a club, athletic team, fraternity, or sorority); and (2) causes or creates a risk, above the reasonable risk encountered in the course of participation in the IHE or the organization, of physical or psychological injury.

Alabama Anti-Hazing Law

The Alabama Anti-Hazing Law § 16-1-23, defines hazing as the following actions in connection with initiation into or affiliation with any organization:

- (1) Any willful action taken or situation created, whether on or off any school, college, university, or other educational premises, which recklessly or intentionally endangers the mental or physical health of any student, or
- (2) Any willful act on or off any school, college, university, or other educational premises by any person alone or acting with others in striking, beating, bruising, or maiming; or seriously offering, threatening, or attempting to strike, beat, bruise, or maim, or to do or seriously offer, threaten, or attempt to do physical violence to any student of any such educational institution or any assault upon any such students made for the purpose of committing any of the acts, or producing any of the results to such student as defined in this section.

In a distance education environment, hazing can manifest in various forms, including but not limited to the following actions when they are connected with initiation into or affiliation with any organization:

- Cyberbullying and harassment: This includes online humiliation, intimidation, or degradation through social media, messaging platforms, or other digital means.
- Forced online activities: Requiring participation in demeaning or inappropriate online tasks or activities.
- Social exclusion and isolation: Intentionally excluding or isolating students from online communities or activities.
- Psychological manipulation and pressure: Using online platforms to coerce, manipulate, or pressure students into performing unwanted actions.
- Demanding inappropriate virtual performances: Requiring students to perform acts online that are humiliating or dangerous.

Prevention and Awareness: Research-informed regular training workshops and modules are offered to empower students, faculty, and staff to recognize, prevent, and intervene in potentially harmful situations.

Accountability: Any student who is found to have violated this Policy will be subject to disciplinary action, under the standards and procedures of the CSU Student Code of Conduct found in the [CSU Student Handbook](#). Any faculty member, staff member, or representative of the institution found responsible for violating this Policy is subject to disciplinary action as deemed appropriate through the CSU Human Resources Department and the Non-Academic Grievance procedures in cases where a complaint is brought by a student under such procedures.

Columbia Southern University encourages all members of its community to report any suspected instances of hazing. Reports can be made by notifying the [Dean of Students](#). All reports will be treated with confidentiality to the extent permitted by law.

The policy reflects CSU's commitment to upholding the highest standards of ethical conduct and ensuring a positive and supportive learning experience for all students in its educational programs and student organizations. Consistent with the law, exceptions to the policy are allowed under Provost approval.

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 for Units 1 or 8 or outside the 7-day grace period for Units 2-7, 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.

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 new and currently enrolled students the ability to enroll in additional courses, subject to the Academic Course Load Policy, up to six calendar days from a course start date. Students will not pay a late enrollment fee during the add-period.

Students who add a course during the drop/add period are dropped if they have not made a payment or do not have an active payment plan in place. The drop/add period ends at 11:59 PM Central, the Tuesday after the term start date. Please refer to the CSU Academic Calendar for term start and drop dates.

Students should refer to the appropriate Institutional or Doctoral Institutional Academic Progress Policy and Satisfactory Academic Progress Policy for Title IV Students.

Any exceptions to this policy must be approved by an Academic Advisor.

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 or capstone.
- 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 or capstone 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 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 the Doctoral Center, Senior 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:

- <https://alison.legislature.state.al.us/code-of-alabama> — Alcohol
Sections 28-1-1, 28-1-5, 28-4-20, and 28-3A-25
- <https://alison.legislature.state.al.us/code-of-alabama> — Drug Offenses
Sections 13A-12-211 to 215, 13A-12-250, 13A-12-260
- <https://alison.legislature.state.al.us/code-of-alabama> — Public Intoxication
Section 13A-11-10
- <https://alison.legislature.state.al.us/code-of-alabama> — 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

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 academic records privacy policy. For questions and concerns regarding our University Privacy Policy, please contact the data security officer at datasecurityofficer@columbiasouthern.edu.

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 graded assignments (e.g., research paper, case study, infographics) as well as select discussion forums. Faculty apply the rubrics to evaluate the assignments and enter the scores and feedback directly into the rubric. Students may access assignment and forum rubrics within each course unit in the learning management system.

Non-functional scoring rubrics are established for written response assessment items. 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 each discussion board. (Some community-building discussion boards do not utilize a formal rubric.)

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.**

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, and have all official transcripts on file for degree conferral. An audit to determine graduation may begin once a student is within 12 credits from degree completion or upon receiving 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 and Postgraduate Professional Requirements

Students enrolled in a graduate or postgraduate professional program must:

- complete all program requirements
 - a minimum of 33 percent of the coursework must be completed 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.

Multiple Degree Conferrals

Students are encouraged to further their education by pursuing advanced degrees. However, in some cases, students may wish to pursue an additional interest through a subsequent degree at the same level (Associate, Bachelor, Graduate). A student is eligible to earn multiple undergraduate or graduate degrees by completing additional credit hours that are unique to the subsequent degree.

- Additional Undergraduate degrees
 - For an associate's degree, complete a minimum of 15 credit hours unique to the additional degree, which were not used for the previous undergraduate degree(s).
 - For a bachelor's degree, complete a minimum of 30 credit hours unique to the additional degree, which were not used for the previous undergraduate degree(s).
- Additional Graduate degrees
 - Complete a minimum of 12 credit hours unique to the additional degree, which were not used for the previous graduate degree(s).

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
<i>Cum Laude</i>	3.50 – 3.79 cumulative GPA
<i>Magna Cum Laude</i>	3.80 – 3.99 cumulative GPA
<i>Summa Cum Laude</i>	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

Eligibility Requirements

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

Students who wish to drop or withdraw from a course or program should notify the Office of the Registrar at Registrar@columbiasouthern.edu or submit the Course Drop/Withdrawal form located in the Student Portal.

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.

Program Withdrawal

Students who wish to withdraw from a CSU program may do so by indicating these intentions on the Course Drop/Withdrawal form. We encourage students to reach out to their assigned academic advisor to discuss options that promote success before submitting a program withdrawal.

Students should review the following policies when electing to drop or withdraw: Tuition Refund Policy, SAP Policy, and 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)

Graduate students must achieve a passing rate of a minimum of 50 percent for 0 to 9 attempted credit hours, a minimum of 60 percent for 10 to 18 attempted credit hours and a minimum of 66.67 percent for 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

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 GPA 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 he or she has regained financial aid eligibility and wishes to be reinstated.

Student Code of Conduct Policy

Ethical behavior and conduct are 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 events.

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, humiliation, or any form of hazing (please refer to the Anti-Hazing Policy found in the [CSU Student Handbook](#)) made within the university environment, including clubs and organizations. 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.

Formal Review

The Dean of Students or designated university official will conduct a review of the Student Code of Conduct in a prompt and reasonable manner. While an alleged violation is under review, 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 some cases, CSU may determine that the conduct does not warrant a formal charge. In those instances, a warning may be issued by a faculty member or college leadership as an educational opportunity to address and correct the behavior. 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 formally charged with a violation of the Student Code of Conduct are notified of the specific violation in writing by the Dean of Students. Students are provided 10 business days to submit a written response to the Dean of Students (deanofstudents@columbiasouthern.edu), which will be presented to the code of conduct committee consisting of three university personnel, chaired by the aligning College Dean, to review the matter. 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. Within 10 business days of receiving the student written response, a meeting will be scheduled which will include the student; legal representation is not allowed in the meeting. The committee will provide a final recommendation on the student conduct charge to the Provost or Senior Vice Provost of Academic Affairs who will make a final determination.

Sanctions

Disciplinary sanctions, when appropriate, 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 Dean of Students, College Dean, Vice Provost of Student Affairs, Vice Provost of Academic Affairs, or Provost. 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).

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

Jennifer Lee-Hooper, MA.Ed.

Columbia Southern University

21982 University Lane, Orange Beach, AL 36561

Telephone: 800-977-8449 ext: 1180

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 the following:
 - English Composition courses
 - Mathematics requirement
 - Major Requirements or Program Electives specific to Nursing programs.
- 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.

Postgraduate Professional and Doctoral Degrees

A minimum of 33% of a postgraduate professional or 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

- Transfer credit cannot be applied toward CSU certificate programs.
- 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.
- Capstone courses must be completed at CSU. Transfer credit cannot be awarded toward these requirements.
- 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. Overview

The **Information Security Policy** outlines the information security and privacy principles used across Columbia Southern University (CSU) systems and practices. The goal is to ensure CSU resources are protected against internal and external threats and remain compliant with regulatory requirements.

II. Purpose

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** details 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. Collect protected or private information as needed only to support a business process.
- D. Store protected and private information no longer than required by law or business need.

III. Scope

This Information Security Policy applies to all prospective students, 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.

IV. Data Classification, Definitions, and Regulations

1. Classification

- a. The *Protected* classification includes federal, state, or applicable regulated information. This includes contractual obligations in processing any combination of confidential data.
- b. 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.
- c. The *Public* classification includes information for which disclosure to the public poses negligible or no risk to the CSU. Certain legislation may designate select information as public.

2. Definitions

- a. 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.
- b. Education records refer to records that contain information directly related to a student and that are maintained by an educational agency or institution or by a party acting for the agency or institution.
- c. 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.

3. Related Regulations

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

V. Policy

A. Designated Qualified Individual

- 1. The designated qualified individual for CSU's information security program is the Data Security Officer (DSO), which is the CIO or their designee.
- 2. The DSO acts as the project manager for the development, implementation, and maintenance of the Cybersecurity program and serves as the point of contact for internal and external questions or concerns regarding CSU's Non-Public Information (NPI).
 - i. The DSO shall report security metrics and compliance initiatives to the Board of Trustees regularly and at least annually.
 - ii. If the DSO is not the CIO, the report will be presented to the CIO and will include:
 - 1. The overall status of the information security program and compliance with the FTC Safeguards Rule.
 - 2. Material matters related to the program including risk assessment, risk management and control decisions, service provider arrangements, results of testing, security incidents or violations and management's response to them, and recommendations for changes in the program.

B. Risk Assessment

- 1. A risk assessment shall be conducted and reviewed by the DSO and the Cybersecurity Team, at least annually.
- 2. The risk assessment will show software and hardware inventory and foreseeable threats and risks. The processes and criteria for risk assessment can be found in the CSU Vulnerability Management Policy. In addition, the CSU Secure Software Development Policy describes the processes for developing, assessing, and testing both internally developed and external applications used to transmit, access, or store customer information.

C. Training

1. CSU will make security awareness training available to faculty and staff to be completed annually. This training will provide appropriate data security and privacy training for all employees as noted in the CSU **Cybersecurity Training Policy**.
2. The Cybersecurity Team, along with the relevant Department Director, shall verify third party vendors train their employees as detailed in the CSU **IT Third Party Risk Management Policy**.

D. Forms

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

E. Procedures

1. Procedures are set by the respective department to handle data properly.
2. IT security incident response and reporting procedures are based on the data involved as laid out in the CSU **Incident Response Policy**.

F. 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.

G. Access and Use

1. Legal or regulatory requirements may impact who is authorized to access CSU protected or private information. 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 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.
2. Least Privilege
 - i. CSU Systems Access will be issued adhering to least privilege principles.
 - ii. CSU Systems with sensitive data will have their user accounts access reviewed regularly to ensure compliance with least principles practice.
3. Multifactor Authentication (MFA)
 - i. CSU information systems and computer systems with access to PII will require MFA.
4. A log of authorized users will be collected and reviewed as part of routine cyber monitoring and investigations.

H. 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 Counsel in the event of receiving a valid subpoena, warrant, or legal order, to meet a legal or contractual order for the transfer of protected information.

I. 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 policy and will 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.
4. Interactions with third-party contractors or vendors are subject to the CSU **IT Third Party Risk Management Policy**.

J. 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 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.

K. Online Collection of Protected and Private Information

1. Protected or private information collected on publicly accessible web pages, Intranet web pages, or otherwise received and stored by CSU must have technical controls that provide encryption of protected information communicated between a user's browser and a web-based application using secure protocols.
2. In addition, any storage of protected or private data on CSU systems or servers must be encrypted. CSU websites collecting protected or private information require 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.

L. Information System Changes

1. Changes to CSU assets and information systems must be documented in accordance with the CSU **Configuration and Change Management Policy**. This policy identifies the methods CSU uses to manage data, personnel, devices, systems, and facilities in use to achieve business purposes in accordance with their relative importance to business objectives and CSU's risk strategy. This policy adopts procedures for change management.

M. Data Disposal

1. Data stored on physical storage devices must be sanitized as outlined in the CSU **Media Sanitization and Data Disposal Policy**.

VI. Responsible Parties

The roles below are set in accordance with this **Information Security Policy**.

The DSO is responsible for, but not limited to, the following:

- Setting risk appetite.
- Setting appropriate data use cases.
- Approving technological third-party vendors and solutions.

The Cybersecurity Team is responsible for, but not limited to, the following:

- Documenting cyber-related policies and procedures to help manage risk.
- Verifying appropriate technological resource usage is taking place.

The IT Asset Owner is responsible for, but not limited to, the following:

- Using CSU resources and data appropriately within the system.
- Meeting usage and regulatory requirements.

VII. Enforcement, Violations, and Incident Reporting

- A. Users who violate this policy are subject to disciplinary action up to and including termination of employment or contract with CSU depending on the severity of the issue.
- B. Systems not following secure guidelines could be taken offline until security improvements and secure configuration settings have been made.
- C. CSU cooperates with appropriate law enforcement entities if any user may have violated federal or state law. Instances of failure to adhere to this policy will be brought to the attention of the DSO. The DSO may seek consultation/advice from Human Resources and Legal Counsel.
- D. 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:
 - a. Incidental disclosure which occurs when an unauthorized party overhears or sees protected or private information during a permitted use or disclosure in a workspace.
 - b. 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.
 - c. 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 initiated with or without malicious intent.
- E. 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 Policy**.
- F. 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, Cybersecurity Team, or through CSU Technical Support. This designee must inform the DSO of any suspected or confirmed breaches within 24 hours.

VIII. Related Standards, Policies and Processes

- A. Related policy documentation includes the following:
 - NIST 800-171
 - GLBA FTC Safeguards Rule
- B. Related CSU documentation includes the following:
 - CSU Information Security Standards
 - CSU IT Third Party Risk Management Policy
 - CSU Cybersecurity Training Policy
 - CSU Vulnerability Management Policy
 - CSU Configuration and Change Management Policy
 - CSU Media Sanitization and Data Disposal Policy

- CSU Incident Response Policy

IX. Exception Process

- A. Exception requests must be made in writing in accordance with the IT and Cybersecurity Exception Standard and the Information Security Policy and must contain:
- The reason for the request,
 - Risk to the enterprise of not following the written policy,
 - Specific mitigations that will not be implemented,
 - Technical and other difficulties, and
 - Date of review.

SMS and Mobile Communication Policy

I. Overview

The **SMS and Mobile Communication Policy** covers the types of SMS activity to expect, the Opt-In and Opt-Out process by students, and expectations when using the SMS service.

II. Purpose

This policy will ensure proper mobile communication standards and processes between Columbia Southern University (CSU) and students are laid out and adhered to.

III. Scope

This **SMS and Mobile Communication Policy** applies to all CSU mobile phone messaging and communication systems, the students who use CSU systems, people and processes that constitute CSU information systems, including staff, executives, faculty, and third parties with access to CSU's information technology assets.

IV. Policy

Columbia Southern University ("We" or "Us") offers our customers mobile alerts over SMS for multiple purposes including billing and academic updates. You must opt-in to academic text messages by selecting the "Subscribe" option in your student portal. Additionally, you may opt-in to SMS messaging provided by or through CSU provided 3rd parties within their respective student interfaces. Your cellular provider's **Msg&Data Rates May Apply** to our confirmation message and all subsequent messages.

You understand the text messages we send may be seen by anyone with access to your phone. Accordingly, you should take steps to safeguard your phone and your text messages if you want them to remain private.

Please notify us immediately if you change mobile numbers or plan to provide your phone to another person.

If you have any questions about this policy, would like us to mail you a paper copy of this policy or are having problems receiving or stopping our text messages, please contact us using the following information:

Columbia Southern University
21982 University Lane
Orange Beach, Alabama 36561
(800) 977-8449 ext. 6523

You agree and consent to be contacted by the Company, Our agents, employees, attorneys, affiliates, subsequent creditors, loan servicing companies, and third-party collectors through the use of email, and/or telephone calls and/or SMS text messages to your cellular, home or work phone numbers, as well as any other phone number you have provided in conjunction with this account, including the use of automatic telephone dialing systems, autodialers, or an artificial or prerecorded voice.

Opt-out or STOP

This policy applies to the text messages sent by Columbia Southern University to our customers while and after they use our product. If you wish to stop receiving Academic text messages from Columbia Southern University, reply to any Academic text message we have sent you and in the reply text simply type STOP or navigate to MyAccount in the MyCSU student portal to change your

subscription options. For messages received from CSU provided 3rd parties, you will need to navigate to the providers portal to disable text messages, or you may also stop text messages by calling us (or emailing us) using the contact information below.

Columbia Southern University
21982 University Lane
Orange Beach, Alabama 36561
(800) 977-8449 ext. 6523

To cancel SMS Academic alerts, text “STOP” to 231-981-3771 at any time.

Help or Support

If at any time you need our contact information or information on how to stop text messages, reply to any text message we have sent you and in the reply text simply type **HELP**. Upon receiving your text message, we will send you a text message with this information. The number of messages you receive will vary based on your payment activity and account preferences. In general, the messages we send provide you with information about your account. Some of the text messages we send may include links to websites. To access these websites, you will need a web browser and Internet access.

V. Responsible Parties

The roles below are set in accordance with the **Information Security Policy**.

CSU is responsible for, but not limited to, the following:

- Administering mobile alert systems.
- Facilitating Opt-In and Opt-Out processes.
- Administering payments and billing.
- Providing CSU contact information and providing support.
- Protecting and securing CSU information systems.

The student is responsible for the following:

- Providing consent or withdrawing consent for mobile alerts.
- Understanding your cellular provider’s message and data rates.
- Protecting and securing your phone.
- Notifying CSU of phone number changes.

VI. Enforcement

Students who need assistance with contact information or information on how to stop text messages may contact CSU for assistance. Students with outstanding bills may experience interruption with student accounts.

CSU cooperates with appropriate law enforcement entities if any user may have violated federal or state law. Instances of failure to adhere to this policy will be brought to the attention of the Data Security Officer (DSO). The DSO may seek consultation/advice from Student Accounts and Legal Counsel.

VII. Related Standards, Policies, and Processes

Related policy documentation includes the following:

- [CSU Privacy Policy](#)
- CSU Information Security Policy
- CSU IT and Cybersecurity Exception Standard

VIII. Exception Process

Exception requests must be made in writing in accordance with the IT and Cybersecurity Exception Standard and the **Information Security Policy** and must contain:

- The reason for the request,
- Risk to the enterprise of not following the written policy,
- Specific mitigations that will not be implemented,
- Technical and other difficulties, and
- Date of review.

Student Recruitment Policy

CSU strives to treat all students ethically, respectfully, equitably, and professionally in all interactions, prior to, during, and after their academic careers.

The Student Recruitment Policy ensures that CSU and its employees/representatives are well-qualified and trained to:

- conduct appropriate, professional, and ethical recruitment processes.
- follow federal guidelines regarding compensation for student recruitment and admission activities.
- comply with applicant and prospective student requests to remove themselves from contact lists.
- adhere to the CSU Employee Code of Ethics.
- refrain from the following recruitment practices to comply with the SACSCOC *Principles of Accreditation*, U.S. Department of Education, and U.S. Department of Defense regulations:
 - assuring employment unless employment arrangements have been made and can be verified,
 - misrepresenting job placement and employment opportunities for graduates,
 - misrepresenting program costs,
 - disparaging comparisons of secondary or postsecondary institutions,
 - engaging in aggressive or high-pressure marketing and recruitment tactics, which include
 - making multiple unsolicited contacts (3 or more) including contacts by phone, email, or in-person, and
 - engaging in same-day recruitment and registration for the purpose of securing enrollments.
- misrepresenting abilities required to complete intended program, and
- offering money or inducements other than educational services of the institution in exchange for student enrollment. (Except for awards of privately endowed restricted funds, grants or scholarships are to be offered only based on specific criteria related to merit or financial need.)

Policy violations (and/or associated procedures), as determined by CSU administration, may result in appropriate disciplinary measures in accordance with the CSU Employee Handbook and Code of Ethics. Student recruitment policy and procedure inquiries may be sent to the Vice Provost, Institutional Effectiveness, Planning, and Compliance at IEPC@columbiasouthern.edu.

University Privacy Policy

CSU respects your privacy and is committed to protecting it through our compliance with this policy.

This policy is located in its entirety on the website here:

<https://www.columbiasouthern.edu/privacy>.

It describes the types of information we may collect from you or that you may provide when you visit the website columbiasouthern.edu and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On the Website.
- In email and other electronic messages between you and the Website.
- When you interact with our advertising and applications on third-party websites and services, if those applications or advertising include links to this policy.
- Offline, in accordance with relevant law, including, but not limited to, the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act of 2020 (“CCPA”).

It does not apply to information collected by:

- Us offline or through any other means, including on any other website, application, or service operated by CSU or any third party, including our affiliates and subsidiaries; or
- Any third party, including through any application or content (including advertising) that may link to or be accessible from or on the Website.

Questions

To ask questions about this Privacy Policy and our privacy practices, contact us at:

Columbia Southern University
c/o Data Security Officer
P.O. Box 3110
Orange Beach, AL 36561

or via email at: DataSecurityOfficer@columbiasouthern.edu.

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		