

Vietnam Student Guide



**COLUMBIA
SOUTHERN**
UNIVERSITY

Vietnam Student Guide

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Policy Disclaimer

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

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I. INTRODUCTION

The Student's Ultimate Resource

The **Vietnam Student Guide** serves as the student's personal guide for site-specific information. CSU recognizes the delicate balance of work, family, and other commitments while pursuing higher education. This resource was created to assist you while on your journey to degree completion.

The following institutional documents are the students' resources for policies, procedures, and academic and administrative information.

- » [CSU University Catalog](#)
- » [CSU Student Handbook](#)
- » [Vietnam Website](#)
- » [CSU Website](#)
- » [myCSU Student Portal](#)

Scope of the Vietnam Student Guide

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

The Guide is supplemental to all other university policies, procedures, and institutional documents. Students are encouraged to speak with the Vietnam Site Manager should questions arise. Students with disabilities who need assistance with requesting accommodations should contact the Vietnam Site Manager.

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

II. STUDENT COMMUNICATIONS

Hours of Operation and Contact Information

Address

Columbia Southern University
21982 University Lane (Shipping)
P.O. Box 3110 (Mailing)
Orange Beach, AL 36561
Phone: 800.977.8449
Fax: 251.981.3815

Business Hours (CT)

CSU Main Office Hours (CT)

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

Technical Support (CT)

techsupport@columbiasouthern.edu

Phone: 877.399.1063
Monday—Friday: 8 AM – 8 PM
Saturday: 10 AM – 7 PM
Sunday: Closed

CSU Online Library (CT)

library@columbiasouthern.edu

Phone: 877.268.8046
Monday—Thursday: 8 AM to 8 PM
Friday: 8 AM to 6 PM

Live Chat Library Services

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

24 Hours Per Day/7 Days Per Week

Contact Information

Vice Provost, Doctoral Center and Dean, College of Business and Technology
Elwin.Jones@columbiasouthern.edu

Academic Program Director, College of Business and Technology
Gregory.Evans@columbiasouthern.edu

Director of International Relations
JJ.Johnson@columbiasouthern.edu

International Programs Coordinator, International Relations
Jetta.Williams@columbiasouthern.edu

Vietnam Site Manager
Quang.TranTrong@columbiasouthern.edu

Vietnam Site Assistant Manager
Hien.Nguyen@columbiasouthern.edu

Support Services

Success Center – Writing and Math Center
teamsucceed@columbiasouthern.edu

Phone: 877.875.0533

University Office Hours

[Math Center Request Form](#)
[Writing Center Request Form](#)

Office of Disability Services
disabilityservices@columbiasouthern.edu

888.785.3005

<https://columbiasouthern.edu/student-support/disability-services/>

2026 - 2028 Observed CSU Holidays

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

Holiday	Date(s) Closed
Independence Day	July 4, 2026
Labor Day	September 7, 2026
Veterans Day	November 11, 2026
Thanksgiving	November 25-27, 2026
Christmas	December 24-26, 2026
New Year's Day	January 1, 2027
Martin Luther King Jr. Day	January 18, 2027
Fat Tuesday (Mardi Gras)	February 9, 2027
Good Friday	March 26, 2027
Memorial Day	May 31, 2027
Juneteenth	June 19, 2027
Independence Day	July 4, 2027
Labor Day	September 6, 2027
Veterans Day	November 11, 2027
Thanksgiving	November 24-26, 2027
Christmas	December 24-26, 2027
New Year's Day	January 1, 2028
Martin Luther King Jr. Day	January 17, 2028
Fat Tuesday (Mardi Gras)	February 29, 2028
Good Friday	April 14, 2028
Memorial Day	May 29, 2028
Juneteenth	June 19, 2028

2026 - 2028 Vietnam Holidays

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

Holiday	Date(s) Closed
New Year's Day	January 1, 2026
Tet (Lunar New Year)	February 14-22, 2026
King Hung's Commemoration	April 25-27, 2026
Reunification Day	April 30, 2026
International Worker's Day	May 1, 2026
Vietnam National Day	September 2-3, 2026
New Year's Day	January 1, 2027
Tet (Lunar New Year)	February 4-11, 2027
King Hung's Commemoration	April 16, 2027
Reunification Day	April 30, 2027
International Worker's Day	May 1, 2027
Vietnam National Day	September 2-3, 2027
New Year's Day	January 1, 2028
Tet (Lunar New Year)	January 19-30, 2028
King Hung's Commemoration	April 4, 2028
Reunification Day	April 29-30, 2028
International Worker's Day	May 1, 2028
Vietnam National Day	September 2-4, 2028

Communication Guidelines

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

Vietnam Website

The Vietnam Website offers information specific to students enrolled in classes in Vietnam such as tuition, financing, and other resources.

CSU Student Handbook

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

The handbook serves as the student’s personal guide, assisting them in answering questions related to policies and procedures that are both academic and administrative in nature, support services available for student success, academic guidance and the responsibilities, expectations, and rights of students.

Vietnam Student Guide and CSU Catalog

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

III. POLICIES

All CSU policies are published in the [University Catalog](#) and [Student Handbook](#). The following supplemental policies are established to better serve the Vietnam student community. Students are encouraged to speak with the Vietnam Site Manager should questions arise.

Academic Course Load Policy - Vietnam Cohort Term

Columbia Southern University considers a full-time course load in a 8-week (56-day) 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 the CSU International Program Coordinator to develop a plan that will lead to success. Upon submission of each enrollment request, the Academic Program Director 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:

- Have completed at least 12 semester hours (undergraduate), or 6 semester hours (graduate) at CSU in current degree program
- Have a minimum established GPA of 3.0
- 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. The waiver is granted on an individual enrollment basis, and students are expected to meet the above requirement.

Important Note: Students enrolled in the CSU LifePace Learning model, should refer to the Academic Course Load Policy in the [Student Handbook](#).

Academic Integrity Policy

Academic Integrity Definition

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

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

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

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

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

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

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

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

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

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

Sanctions include but are not limited to:

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

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

Plagiarism

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

First Offense

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

Second Offense

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

Third Offense

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

Fourth Offense

Students are dismissed from the University.

Cheating

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

First Offense

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

Second Offense

Students are dismissed from the University

Academic Integrity Probation

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

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

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

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

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

AI Acceptable Use Policy

CSU is committed to maintain 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 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.

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, and 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, faculty, Vietnam tutors and Vietnam staff 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.

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 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.

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 to 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 by 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 the original course start and end dates, a grade of **IP** is assigned as a placeholder until an earned grade is determined.

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

Grade Point Average

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

Grading Rubric

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

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

- The **written response rubric** is found in the unit assessment directions.
- The **discussion forum rubric** is found in the Unit I Discussion Board

Grading Timeframes

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

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

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

Assignment Submission Timeframes

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

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

Contesting Grades

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

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

Related Policies

Students are expected to meet participation requirements and should refer to the Participation Policy.

Students interested in federal student aid eligibility should familiarize themselves with the Satisfactory Academic Progress Policy.

Students interested in learning more about incomplete grades should refer to the Incomplete Grading Policy.

Graduation Requirements Policy

Students are required to complete all degree requirements, obtain the minimum cumulative GPA, 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.

All students in the CSU Vietnam program are required to comply with the current requirements mandated by the Vietnam Ministry of Education and Training. The requirements may include, but are not limited to, English Proficiency requirements. The Vietnam Site Manager will provide and update the current requirements mandated by the Vietnam Ministry and Training to each student.

Students needing transcripts and diplomas should submit their request through their appropriate Vietnam partner.

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).

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 reenrollment.

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.
- Students must request an Incomplete on or before the course end date.

Incomplete requests should be directed to Vietnam Site Manager. 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

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.

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 of 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 requests.

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 the Vietnam Site Manager 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.
- 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.
- 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.

Official Course Drop/Withdrawal Policy

Student requests to drop or withdraw from a course or program must be submitted via the Course Drop/Withdrawal form provided by their Vietnam Academic Partner. Students should review the Tuition Refund Policy.

Course Drop

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

Course Withdrawal

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

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

Student Code of Conduct Policy

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

Students must comply with the Student Code of Conduct and other academic and student affairs policies. Students are expected to demonstrate honesty and integrity with faculty, staff and other students throughout all interactions online and/or at university sanctioned 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, or humiliation made within the university environment. The university environment consists of email correspondence, phone conversations, text messages, live or recorded video sessions, or other university communication mediums.
- Demeaning comments including, but not limited to, an individual's religion, race, age, sexual orientation, and unwanted sexual advances or intimidations.
- Breaches of privacy, hacking passwords or systems, distribution or replication of copyrighted material(s), unauthorized distribution of instructional materials, use of illegal or unlicensed software.
- Intentional breach of university policy or procedures.
- Reproduction of university materials to include course content, assessments, or other materials deemed to be the property of the university.
- Use and/or purchase of work that is not his/her own.
- Disruptive behavior that hinders or interferes with the educational process.
- Harassment or intimidation that has the effect of creating an offensive educational environment for any student, faculty, or staff member.
- Conduct that is disorderly, lewd, lascivious, indecent or otherwise inappropriate.
- Violation of any local, state, or federal law.
- Display harmful or threatening behavior towards students, faculty, or other university personnel.

Investigation

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

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

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

Notification and Response

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

Review of Response

Reviews are conducted according to the following guidelines:

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

Decision

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

Sanctions

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

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

Student 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 records 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 the 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 alternative 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 that 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.

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).

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.

Information Security Policy

I. Purpose

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

Information Security and Privacy Principles

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

II. Scope

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

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

III. Data Classification, Definitions, and Regulations

A. Classification

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

B. Definitions

1. Personal identifiable information (PII) refers to private information that could reference an identifiable person.
 - i. An identifiable person is one who can be identified, directly or indirectly – in particular, by reference to an identification number or to one or more factors specific to his or her physical, physiological, mental, economic, cultural, or social identity.
2. Education records refer to records that contain information directly related to a student and which are maintained by an educational agency or institution or by a party acting for the agency or institution.
3. Personal Health Information (PHI) refers to demographic information, medical history, test and laboratory results, insurance information and other information that is collected by a health care professional to identify an individual and determine what type of care that individual should receive.

C. Related Regulations

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

IV. Policy

A. Training

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

B. Forms

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

C. Procedures

1. Procedures are set by department to properly handle data.

2. IT security incident response and reporting procedures are based on the data involved.

D. Guidelines

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

E. Access and Use

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

F. Approved Transfer of Protected or Private Information

1. The following actions involving protected or private information must be authorized by the responsible Director, Department Head, or designee and related approval documentation or contract/agreement maintained on file:
 - i. Transferring protected information between CSU computing resources and third-party vendors or service providers.
 - ii. Allowing system and network administrators to access protected information to perform an approved action to mitigate a system problem or as part of an incident response to a privacy breach investigation.
2. Coordinate with the CSU Legal Team in the event of receiving a valid subpoena, warrant, legal order, to meet a legal or contractual order for the transfer of protected information.

G. Third-party Access to Protected or Private Information

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

H. Physical Security Access Restrictions

1. Offices and storage facilities that maintain protected or private information locally must:
 - i. Ensure that all protected or private information in all forms is secure in the work area at the end of the day and when employees are expected to be gone for an extended period.
 - ii. Computer workstations that interface with protected or private information must be secured by locked rooms when the workspace is unoccupied.
 - iii. Any protected or private information should be removed from the desk and locked in a drawer when the desk is unoccupied and at the end of the workday if the room cannot be secured.
 - iv. File cabinets containing protected or private information must be kept closed and locked when not in use or when not attended.
 - v. Keys used for access to resources holding protected or private information must not be left at an unattended desk.

- vi. Passwords may not be left on sticky notes posted on or under a computer, nor may they be left written down in an accessible location.
 - vii. Printouts containing protected or private information should be immediately removed from the printer in unsecured areas.
 - viii. Upon disposal, documents containing protected or private information should be shredded or placed in the locked confidential disposal bins. Electronic media containing protected or private information that is no longer needed should be physically destroyed or wiped by electronic methods to render the information unreadable and unrecoverable as stipulated in National Institute of Standards and Technology-Special Publication 800-88 Revision 1 Guidelines for Media Sanitization.
 - ix. Whiteboards containing protected or private information should be erased unless they are in secured areas. In addition, whiteboards with protected or private information should not be facing external windows unless blinds are drawn down to prevent unauthorized viewing of content.
 - ix. Portable computing devices containing protected or private information such as laptops phones, tablets, and removable physical media should be secured in locked rooms, file cabinets, or locked drawers after normal work hours.
2. Additional physical privacy controls may also be required by law or contractual obligation for specific information items.

I. Online Collection of Protected and Private Information

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

V. Standards for Specific Information Types

A. Public Records

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

B. Student Educational Records

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

C. EU General Data Protection Regulation

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

1. Legitimate interests pursued by CSU or third parties in providing education, employment, research and development, and community programs.
2. For the performance of a contract.

3. Compliance with legal obligations to which CSU is subject.
4. CSU is taking measures to protect personal identifiable information that is subject to the GDPR.

G. Research Information

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

VI. Enforcement, Violations, and Incident Reporting

- A. Disciplinary action for violating this policy will follow CSU's standard for adherence to university policies. Consequences for violating privacy and data security laws will be commensurate with applicable laws and regulations.
- B. Privacy violations occur when a CSU student, staff, contractor, or faculty member violates this policy, specific legal privacy requirements, or contractual obligations. For the purpose of this policy there are three primary classifications of privacy violations at CSU:
 1. Incidental disclosure which occurs when an unauthorized party overhears or sees protected or private information during a permitted use or disclosure in a workspace.
 2. Accidental disclosure occurs when privacy control weaknesses allow unauthorized access to protected or private information. Privacy control weaknesses include human error or a fault in privacy control procedures that leads to a loss of ability to limit access to protected or private information to only authorized users.
 3. Intentional disclosure occurs when privacy controls are overridden to allow unauthorized access or disclosure of protected or private information. This type of insider threat event can be done with or without malicious intent.
- C. It is the responsibility of each CSU student, staff, contractor, or faculty member to immediately report suspected or confirmed incidents to their supervisor or contract administrator including accidental incidents. Incidents are evaluated and resolved according to the CSU Incident Response Guidelines.
- D. If the supervisor or contract administrator is unavailable or if there is a potential conflict of interest, the report should be directed to the Director, Department Head, IT Security Team, or through the CSU Help Desk. This designee must inform the Data Security Officer of any suspected or confirmed privacy breaches within 24 hours

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 the 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/consumer-information/privacy-policy/>.

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 the 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.

IV. VIETNAM COHORT TERM SCHEDULE

As CSU maintains partnerships with multiple institutions in Vietnam, specific course schedule for the 2026-2028 terms is distributed directly by each partner. Student are advised to refer to the Vietnam Student Guide Addendum specialized for each partner, visit their respective partner's website or contact the Vietnam Site Manager for further details.

Vietnam Student Guide TUEBA Addendum

CSU-TUEBA Partnership



**COLUMBIA
SOUTHERN**
UNIVERSITY

Vietnam Student Guide TUEBA Addendum

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

Main Phone: 800.977.8449, 251.981.3771 | Main Fax: 251.981.3815

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Policy Disclaimer

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

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I. INTRODUCTION

The Student's Ultimate Resource

The **Vietnam Student Guide TUEBA Addendum** serves as the student's personal guide for site-specific information for the CSU-TUEBA partnership. The addendum has TUEBA specific information to accompany the Vietnam Student Guide. Questions should be directed to the CSU Vietnam representative.

Scope of the Vietnam Student Guide TUEBA Addendum

The policies and procedures contained in the **Vietnam Student Guide TUEBA Addendum (Addendum)** are specific to students attending classes in Vietnam through the CSU-TUEBA partnership, including staff, faculty, and administration.

The Addendum is supplemental to all other university policies, procedures, and institutional documents. Students are encouraged to speak with the Vietnam Site Manager should questions arise. Students with disabilities who need assistance with requesting accommodations should contact the Vietnam Site Manager.

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

II. STUDENT COMMUNICATIONS

Hours of Operation and Contact Information

Address

Columbia Southern University
21982 University Lane (Shipping)
P.O. Box 3110 (Mailing)
Orange Beach, AL 36561
Phone: 800.977.8449
Fax: 251.981.3815

Thai Nguyen University of Economics and Business Administration (TUEBA)

TUEBA is CSU's Academic Partner in Vietnam
Tan Thinh ward, Thai Nguyen city, Thai Nguyen province, Vietnam
Phone: (84) 2083-647-685

Institute of Promoting Educational Development (IPED)

IPED is a CSU's Authorized Representative in Vietnam

Hanoi

68 Nguyen Chi Thanh, Lang ward, Hanoi, Vietnam
Hotline: (84) 911-859-889

Ho Chi Minh City

7 Nguyen Binh Khiem, Sai Gon ward, Ho Chi Minh City, Vietnam
Hotline: (84) 911-852-989

Business Hours (CT)

CSU Main Office Hours (CT)

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

TUEBA and IPED Main Office Hours (ICT)

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

Technical Support (CT)

techsupport@columbiasouthern.edu

Phone: 877.399.1063
Monday—Friday: 8 AM – 8 PM
Saturday: 10 AM – 7 PM
Sunday: Closed

CSU Online Library (CT)

library@columbiasouthern.edu

Phone: 877.268.8046
Monday—Thursday: 8 AM to 8 PM
Friday: 8 AM to 6 PM

Live Chat Library Services

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

24 Hours Per Day/7 Days Per Week

Contact Information

Vice Provost, Doctoral Center and Dean, College of Business and Technology

Elwin.Jones@columbiasouthern.edu

Academic Program Director, College of Business and Technology

Gregory.Evans@columbiasouthern.edu

Director of International Relations

JJ.Johnson@columbiasouthern.edu

International Programs Coordinator, International Relations

Jetta.Williams@columbiasouthern.edu

Vietnam Site Manager

Quang.TranTrong@columbiasouthern.edu

Vietnam Site Assistant Manager

Hien.Nguyen@columbiasouthern.edu

Support Services

Success Center – Writing and Math Center

teamsucceed@columbiasouthern.edu

Phone: 877.875.0533

University Office Hours

[Math Center Request Form](#)

[Writing Center Request Form](#)

Communication Guidelines

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

CSU/TUEBA Program Website

[The CSU/TUEBA Program website](#) offers information specific to students enrolled in classes in Vietnam such as tuition, financing, and other resources.

CSU Student Handbook

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

The handbook serves as the student's personal guide, assisting them in answering questions related to policies and procedures that are both academic and administrative in nature, support services available for student success, academic guidance and the responsibilities, expectations, and rights of students.

Vietnam Student Guide and CSU Catalog

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

III. TUITION AND FEES

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

Tuition Rates

Education Level	Cost Per Credit Hour
MBA Program	\$225.00

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

Tuition and fees are payable in U.S. funds. Tuition Rates are subject to change. For the most current tuition information, please visit the [Vietnam Website](#)

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

Student Fees

Fees are charged when services are rendered.

Student Fees	Amount
Application - Vietnam	\$0
Petition to Graduate	\$100
Technology Fee ¹ (Effective 5/1/2023)	
– Graduate (<i>per course</i>)	\$35

Training Support Fees

Training support fees are charged for each course in each online and hybrid program. The fees vary by program and can be viewed in the [Tuition and Financing](#) section of the [CSU/TUEBA website](#) (

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

Additional Fees

Fee	Amount
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
Subsequent Evaluations	\$35

Fee	Amount
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 in. 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.)

Shipping and Handling Fees

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

Payment Options

FULL PAYMENT

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

INSTALLMENT PLAN

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

Note: For alternate payment options, please contact the Vietnam Site Manager.

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.

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

Table 1 – Percent Return

*Percent return is effective after the timeframe.

Timeframe*	Percentage returned to student
1st week	80%
2nd week	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 graduate course)	\$675
One-time Registration Fee – 20%	\$135

Table 3 – Sample Refund Calculation

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

CSU Institutional Charge	Eligible Refund
Tuition (3-credit graduate course)	\$675
One-time Registration Fee	(\$135)
Net Remaining Tuition	\$540
Refund Percentage	80%
Eligible Refund	$\$540 \times 80\% = \432

Note: Additional fees and Vietnam training support fees are not included in the refund calculations. Please consult the Vietnam Site Manager for more information.

IV. ONLINE LEARNING OPTIONS

Vietnam Cohort Term

Students enrolling in the MBA program in Vietnam are enrolled in a cohort learning option. This option consists of four starts per academic year with each term being 8 weeks (56 days) in length. The academic year for the Vietnam learning option begins in Term 1 and ends with Term 4. All course content is provided in English.

Students enroll through the CSU's Vietnam partner offices located in Hanoi and Ho Chi Minh City. Two courses per term are offered in both locations. Courses offered in this learning option are in a hybrid format. These courses utilize asynchronous delivery through the Blackboard Learning Management System; lectures by course faculty using Zoom; tutor-led sessions held two days per week at each location. Course learning outcomes, assignments, and assessments in this cohort learning option align with courses offered in the previously mentioned learning options.

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

CSU LifePace Learning

CSU courses have defined start and end dates consisting of 8 weeks (56 days) of instruction in eight units of study. The instructional week begins on Wednesday and ends on Tuesday. The CSU LifePace Learning model is designed for distance education students to interact with their instructor weekly. Students enrolled at CSU follow submission dates for all academic work. CSU courses provide a structured framework that facilitates on-time course completion while allowing students flexibility throughout the week for assignment completion. Students also interact with course faculty and other class members through faculty-led synchronous lectures, discussion boards, and journals.

V. CSU-TUEBA COHORT TERM SCHEDULE

2026 - 2028 Term Schedule

Course	Faculty Member	Hanoi Cohort	HCMC Cohort
TERM 1/2026			
MKT 5301 Advanced Marketing (1/5/2026 – 3/16/2026)	Dr. Jon Crispin	CTA#2-CTA#3-CTA#4- CTA#5-CTA#6	CTO#2-CTO#3-CTO#4- CTO#5-CTO#6
RCH 5301 Research Methods (1/19/2026 – 3/30/2026)	Dr. Bob Goldwasser	CTA#2-CTA#3-CTA#4- CTA#5-CTA#6_CTA#7	CTO#2-CTO#3-CTO#4- CTO#5-CTO#6-CTO#7
TERM 2/2026			
BUS 6301 International Business (4/20/2026 – 6/17/2026)	Dr. Cindy Atchley	CTA#3-CTA#4-CTA#5- CTA#6_CTA#7	CTO#3-CTO#4-CTO#5- CTO#6-CTO#7
ITC 5301 Management Information Systems (5/4/2026 – 6/28/2026)	Dr. Alice McAllister	CTA#3-CTA#4-CTA#5- CTA#6-CTA#7-CTA#8	CTO#3-CTO#4-CTO#5- CTO#6-CTO#7-CTO#8
TERM 3/2026			
LDR 6302 Current Issues in Leadership (7/20/2026 – 9/15/2026)	Dr. Bari Courts	CTA#4-CTA#5-CTA#6- CTA#7-CTA#8	CTO#4-CTO#5-CTO#6- CTO#7-CTO#8
FIN 6301 Corporate Finance (8/3/2026 – 9/29/2026)	Dr. George Owusu- Antwi	CTA#4-CTA#5-CTA#6- CTA#7-CTA#8-CTA#9	CTO#4-CTO#5-CTO#6- CTO#7-CTO#8-CTO#9
TERM 4/2026			
MGT 6305 Project Management (10/19/2026 – 12/13/2026)	Dr. Chizoba Madueke	CTA#5-CTA#6-CTA#7- CTA#8-CTA#9	CTO#5-CTO#6-CTO#7- CTO#8-CTO#9
ACC 5301 Management Applications of Accounting (11/2/2026 – 12/27/2026)	Dr. Arlene Goodman	CTA#5-CTA#6-CTA#7- CTA#8-CTA#9-CTA#10	CTO#5-CTO#6-CTO#7- CTO#8-CTO#9-CTO#10
TERM 1/2027			
BUS 6304 Entrepreneurial Small Business Ventures (1/11/2027 – 3/21/2027)	To be assigned	CTA#6-CTA#7-CTA#8- CTA#9-CTA#10	CTO#6-CTO#7-CTO#8- CTO#9-CTO#10
HRM 6301 Human Resource Management (1/18/2027 – 3/28/2027)	To be assigned	CTA#6-CTA#7-CTA#8- CTA#9-CTA#10- CTA#11	CTO#6-CTO#7-CTO#8- CTO#9-CTO#10-CTO#11
TERM 2/2027			
MKT 5301 Advanced Marketing (4/19/2027 – 6/15/2027)	To be assigned	CTA#7-CTA#8-CTA#9- CTA#10-CTA#11	CTO#7-CTO#8-CTO#9- CTO#10-CTO#11
ECO 6301 Economics for Managers (5/3/2027 – 6/27/2027)	To be assigned	CTA#7-CTA#8-CTA#9- CTA#10-CTA#11- CTA#12	CTO#7-CTO#8-CTO#9- CTO#10-CTO#11- CTO#12
TERM 3/2027			

BUS 6301 International Business (7/12/2027 – 9/7/2027)	To be assigned	CTA#8-CTA#9-CTA#10- CTA#11-CTA#12	CTO#8-CTO#9-CTO#10- CTO#11-CTO#12
RCH 5301 Research Methods (7/26/2027 – 9/21/2027)	To be assigned	CTA#8-CTA#9-CTA#10- CTA#11-CTA#12- CTA#13	CTO#8-CTO#9-CTO#10- CTO#11-CTO#12- CTO#13
TERM 4/2027			
LDR 6302 Current Issues in Leadership (10/11/2027-12/5/2027)	To be assigned	CTA#9-CTA#10- CTA#11-CTA#12- CTA#13	CTO#9-CTO#10-CTO#11- CTO#12-CTO#13
ITC 5301 Management Information Systems (10/25/2027-12/19/2027)	To be assigned	CTA#9-CTA#10- CTA#11-CTA#12- CTA#13- CTA#14	CTO#9-CTO#10-CTO#11- CTO#12-CTO#13- CTO#14
TERM 1/2028			
MGT 6305 Project Management (1/3/2028-3/12/2028)	To be assigned	CTA#10-CTA#11- CTA#12-CTA#13- CTA#14	CTO#10-CTO#11- CTO#12-CTO#13- CTO#14
FIN 6301 Corporate Finance (1/17/2028-3/26/2028)	To be assigned	CTA#10-CTA#11- CTA#12-CTA#13- CTA#14-CTA#15	CTO#10-CTO#11- CTO#12-CTO#13- CTO#14-CTO#15

* CSU reserves the right to change the study schedule as needed.