All institutions participating in federal student aid programs are required to provide current and prospective students and employees access to important consumer information. This guide will provide you information on institutional policies and other important disclosures related to the educational programs and federal student aid programs offered at CSU-Global Campus. You may request to receive this information in writing by contacting the Financial Aid Office during regular business hours.
# Degree Programs

<table>
<thead>
<tr>
<th>Bachelor’s Degrees</th>
<th>Master’s Degrees</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.S. in Accounting</td>
<td>M.S. in Management</td>
</tr>
<tr>
<td>B.S. in Applied Social Sciences</td>
<td>M.S. in Organizational Leadership</td>
</tr>
<tr>
<td>B.S. in Business Management</td>
<td>M.S. in Teaching and Learning</td>
</tr>
<tr>
<td>B.S. in Communication</td>
<td>M.S. in Teaching and Learning — Education Leadership Principal Licensure Concentration</td>
</tr>
<tr>
<td>B.S. in Criminal Justice and Law Enforcement Administration</td>
<td>Master of Criminal Justice and Law Enforcement Administration</td>
</tr>
<tr>
<td>B.S. in Healthcare Administration and Management</td>
<td>Master of Finance</td>
</tr>
<tr>
<td>B.S. in Human Resource Management</td>
<td>Master of Healthcare Administration and Management</td>
</tr>
<tr>
<td>B.S. in Information Technology</td>
<td>Master of Human Resource Management</td>
</tr>
<tr>
<td>B.S. in Management Information Systems and Business Analytics</td>
<td>Master of Information Technology Management</td>
</tr>
<tr>
<td>B.S. in Marketing</td>
<td>Master of International Management</td>
</tr>
<tr>
<td>B.S. in Organizational Leadership</td>
<td>Master of Professional Accounting</td>
</tr>
<tr>
<td>B.S. in Project Management</td>
<td>Master of Project Management</td>
</tr>
<tr>
<td>B.S. in Public Management</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Specializations</th>
<th>Specializations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Administration</td>
<td>Accounting</td>
</tr>
<tr>
<td>Criminal Forensics</td>
<td>Applied Business Management</td>
</tr>
<tr>
<td>Criminal Justice Management</td>
<td>Business Intelligence</td>
</tr>
<tr>
<td>Criminology</td>
<td>Contemporary Practices in K-12 Online Learning</td>
</tr>
<tr>
<td>Cyber Security</td>
<td>Criminal Justice Leadership</td>
</tr>
<tr>
<td>Data Management and Analysis</td>
<td>Cyber Security</td>
</tr>
<tr>
<td>Emergency Management</td>
<td>English Language Learning (ELL)</td>
</tr>
<tr>
<td>Finance</td>
<td>Finance</td>
</tr>
<tr>
<td>Foundations of Accounting</td>
<td>Fraud Management</td>
</tr>
<tr>
<td>Healthcare Informatics</td>
<td>Healthcare Administration</td>
</tr>
<tr>
<td>Healthcare Management</td>
<td>Human Resource Management</td>
</tr>
<tr>
<td>Human Resources and Organizational</td>
<td>Human Resource Performance</td>
</tr>
<tr>
<td>Development</td>
<td>Information Technology</td>
</tr>
<tr>
<td>Information Technology Management</td>
<td>International Management</td>
</tr>
<tr>
<td>Information Technology Operations</td>
<td>K-12 Educational Technology and Instructional Design</td>
</tr>
<tr>
<td>Intelligence and Homeland Security</td>
<td>Online Learning Innovation and Design</td>
</tr>
<tr>
<td>Marketing</td>
<td>Organizational Leadership and Change Management</td>
</tr>
<tr>
<td>Operations Management and Supervision</td>
<td>Organizational Learning and Performance</td>
</tr>
<tr>
<td>Organizational Leadership</td>
<td>Project Management</td>
</tr>
<tr>
<td>Professional Sales</td>
<td>Strategic Innovation and Change Management</td>
</tr>
<tr>
<td>Project Management</td>
<td>Teacher Leadership</td>
</tr>
<tr>
<td>Public Administration</td>
<td></td>
</tr>
<tr>
<td>Public and Non-Profit Management</td>
<td></td>
</tr>
<tr>
<td>Small Business and Entrepreneurship</td>
<td></td>
</tr>
<tr>
<td>Strategic Communication</td>
<td></td>
</tr>
</tbody>
</table>
Accreditation

Colorado State University-Global Campus is regionally accredited by The Higher Learning Commission of the North Central Association of Colleges and Schools (NCA-HLC).

The Higher Learning Commission of the North Central Association of Colleges and Schools
230 South LaSalle Street, Suite 7-500
Chicago, Illinois 60604
(800) 621-7440; (312) 263-0456; Fax: (312) 263-7462

Prior to receiving independent regional accreditation on June 30, 2011, CSU-Global Campus operated under extended accreditation from the Colorado State University System campuses of CSU in Fort Collins (graduate degrees) and CSU-Pueblo (undergraduate degrees). Admitted students starting a degree program prior to September 2011 were offered the option to continue their studies under an extended regional accreditation from CSU System campuses. The following indicator noted on the front of the transcript will identify students enrolled under extended accreditation:

- Colorado State University-Pueblo online baccalaureate degree completion program offered through CSU-Global Campus.
- Colorado State University online master’s degree program offered through CSU-Global Campus.

CSU-Global is currently in the reaffirmation of accreditation process, and more information can be found at http://csu-global.edu/about-us/reaffirm/

All other students pursue a program of study under the CSU-Global Campus independent regional accreditation. For questions about transferability, or for further information about the accreditation process, visit the Higher Learning Commission website (http://www.ncahigherlearningcommission.org/).

Federal

CSU-Global has been approved by the U.S. Department of Education to participate in the Federal Pell Grant Program and the Federal Direct Student Loan Program.

Program Accreditation

Council for Business Schools and Programs

Colorado State University-Global Campus is a “Candidate for Accreditation” by the Accreditation Council for Business Schools and Programs (ACBSP). As the process of accreditation is thorough, CSU-Global cannot provide a date as to when accredited status may be granted. Any degree conferred in an approved degree program after that date of accreditation will be considered accredited through ACBSP. CSU-Global is authorized through the Colorado Commission on Higher Education. In addition, CSU-Global has sought proper authorization for all states in which we operate.

History of Colorado State University-Global Campus

Colorado State University-Global Campus is the newest institution in the Colorado State University System (CSUS), an established university system with a rich 140-year history that evolved from agrarian roots as a land-grant institution. CSU-Global was established on August 24, 2007, by the CSUS Board of Governors with a central goal of meeting the educational needs of adult learners in the State of Colorado and beyond by providing high quality online programs. On May 7, 2008, the CSUS Board of Governors delegated authority to CSU-Global to oversee academic, personnel, and financial matters consistent with powers granted to CSU and CSU-Pueblo. Thereafter, CSU-Global was legally sanctioned as a third, independent University on March 18, 2009, when Colorado’s Governor Ritter signed into law the State of Colorado Senate Bill 09-086 declaring the establishment of the CSU-Global Campus as an online university that is part of the Colorado State University System.

CSU-Global is the first statutorily-defined 100% online public university in the United States. It has a unique focus on the success of adult, nontraditional learners with learning outcomes focused on theory, knowledge, and skills necessary to secure employment and improve job performance. From its first class of nearly 200 students in 2008, CSU-Global has now grown to have a student body of over 10,000 students with more than 500 new enrollments admitted each session.
On June 30, 2011, Colorado State University-Global Campus was officially granted independent regional accreditation status by the Higher Learning Commission (HLC) of the North Central Association of Colleges and Schools. CSU-Global is the first public university in Colorado to receive initial HLC accreditation since 1971, a significant achievement for the university, the CSU System, and online education.

Mission Statement
CSU-Global Campus is committed to advancing student success in a global society, investing in human capital, expanding the state economy, and enhancing the quality of life for citizens in the state of Colorado and beyond by providing access to dynamic degree programs characterized by academic excellence, innovative delivery technologies, and strong stakeholder engagement.

Vision Statement
CSU-Global Campus is the premier provider of innovative, higher learning opportunities for nontraditional students in Colorado and beyond.

University Values
CSU-Global Campus has established the following set of values to formulate actions, direct decision-making, and lead employees in pursuit of its mission:

- **Mission-focused.** We drive student success in a global society through education, services, and support.

- **Innovative-thinking.** We identify solutions to facilitate student and CSU-Global success through nontraditional industry methods and progressive solutions that are effective, efficient, and innovative.

- **Accountability.** We are responsible for our own actions, for those of our department, and our university as we strive to be amazing.

- **Collaboration.** We don’t just talk about teamwork; we exhibit it in the way that we interact, consult each other, resolve issues, and respect each other’s contributions

- **Learning and Growth.** We are a learning organization that continuously evolves and is committed to continual improvement.

- **Professionalism.** We treat all others as we wish to be treated and as we wish to be defined by others.

General Consumer Information

Safety and Security Reporting
We are a distance education institution and are exempt from the Campus Safety and Security Reporting.

Register to Vote
The National Mail Voter Registration Form can be used to register U.S. citizens to vote, to update registration information due to change of name, make a change of address or to register with a political party. You must follow the state-specific instructions listed for your state. After completing the form, you must sign your name where indicated and send it to your state or local election office for processing. [http://www.eac.gov/voter_resources/register_to_vote.aspx](http://www.eac.gov/voter_resources/register_to_vote.aspx)

Graduation Rates
In accordance with the Higher Education Act (HEA) of 1965, as amended, each postsecondary institution must publish information regarding graduation rates as defined by the National Center for Education Statistics (NCES). This graduation measure includes only undergraduate degree seeking students who have never attended another institution of higher learning, and graduate within 150% of the normal time to completion. Data are collected on the number of students entering the institution as first-time, full-time (FTFT) degree seeking students in a particular cohort year. Graduation rates are disaggregated by race and ethnicity, gender, and federal student aid grant or loan funds. Specific graduation rates and information can be found here: [https://fileman.csuglobal.edu/website/image/CSU-Global%20Briefing%20Book.pdf](https://fileman.csuglobal.edu/website/image/CSU-Global%20Briefing%20Book.pdf)

Retention Rates
In accordance with the Higher Education Act (HEA) of 1965, as amended, each postsecondary institution must publish information regarding retention rates of degree-seeking first-time, full-time (FTFT) undergraduate students entering the institution. Retention rate is a measure of the rate at which students persist in their educational program at an institution, expressed as a percentage. CSU-Global is a degree completion school that requires more than 12 transferable credit hours, and therefore does not have a first-time freshman cohort.
Retention and Graduation Rates by Fiscal Year: All Students

<table>
<thead>
<tr>
<th>Year</th>
<th>2nd Year Ret.</th>
<th>2nd Year Grad.</th>
<th>2nd Year Total</th>
<th>3rd Year Ret.</th>
<th>3rd Year Grad.</th>
<th>3rd Year Total</th>
<th>4th Year Ret.</th>
<th>4th Year Grad.</th>
<th>4th Year Total</th>
<th>5th Year Ret.</th>
<th>5th Year Grad.</th>
<th>5th Year Total</th>
<th>6th Year Ret.</th>
<th>6th Year Grad.</th>
<th>6th Year Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergrad 2009</td>
<td>64%</td>
<td>5%</td>
<td>69%</td>
<td>51%</td>
<td>22%</td>
<td>73%</td>
<td>33%</td>
<td>32%</td>
<td>65%</td>
<td>22%</td>
<td>39%</td>
<td>61%</td>
<td>17%</td>
<td>44%</td>
<td>61%</td>
</tr>
<tr>
<td>Graduate 2009</td>
<td>67%</td>
<td>7%</td>
<td>74%</td>
<td>51%</td>
<td>34%</td>
<td>85%</td>
<td>22%</td>
<td>43%</td>
<td>65%</td>
<td>13%</td>
<td>49%</td>
<td>62%</td>
<td>11%</td>
<td>51%</td>
<td>62%</td>
</tr>
<tr>
<td>Total 2009</td>
<td>65%</td>
<td>6%</td>
<td>71%</td>
<td>51%</td>
<td>27%</td>
<td>78%</td>
<td>28%</td>
<td>37%</td>
<td>65%</td>
<td>19%</td>
<td>43%</td>
<td>61%</td>
<td>15%</td>
<td>47%</td>
<td>62%</td>
</tr>
<tr>
<td>Undergrad 2010</td>
<td>76%</td>
<td>15%</td>
<td>91%</td>
<td>53%</td>
<td>33%</td>
<td>86%</td>
<td>33%</td>
<td>45%</td>
<td>77%</td>
<td>22%</td>
<td>50%</td>
<td>72%</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Graduate 2010</td>
<td>82%</td>
<td>8%</td>
<td>91%</td>
<td>42%</td>
<td>41%</td>
<td>83%</td>
<td>23%</td>
<td>58%</td>
<td>81%</td>
<td>13%</td>
<td>60%</td>
<td>73%</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total 2010</td>
<td>78%</td>
<td>13%</td>
<td>91%</td>
<td>48%</td>
<td>37%</td>
<td>85%</td>
<td>30%</td>
<td>49%</td>
<td>79%</td>
<td>20%</td>
<td>53%</td>
<td>73%</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Undergrad 2011</td>
<td>75%</td>
<td>15%</td>
<td>90%</td>
<td>51%</td>
<td>32%</td>
<td>83%</td>
<td>29%</td>
<td>42%</td>
<td>71%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Graduate 2011</td>
<td>83%</td>
<td>6%</td>
<td>89%</td>
<td>40%</td>
<td>40%</td>
<td>80%</td>
<td>20%</td>
<td>52%</td>
<td>72%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total 2011</td>
<td>77%</td>
<td>13%</td>
<td>90%</td>
<td>47%</td>
<td>36%</td>
<td>82%</td>
<td>28%</td>
<td>46%</td>
<td>74%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Student Diversity
The CSU-Global student diversity statistics as of Fall 2013 are as follows:

Enrollment:
- Total Enrollment: 7,402
- Undergraduate Enrollment: 5,578
- Undergraduate Transfer-in Enrollment: 1,930
- Graduate Enrollment: 1,824

Attendance:
- Undergraduate Status:
  - 57% part-time
  - 43% full-time
- Graduate Status:
  - 61% part-time
  - 39% full-time

<table>
<thead>
<tr>
<th>Year</th>
<th>2013-14 Undergraduates</th>
<th>2013-14 PELL Recipients</th>
<th>2013-14 Subsidized Loan Recipients (no PELL)</th>
<th>2013-14 Unsubsidized or PLUS (No PELL/Sub)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>7435</td>
<td>2,272</td>
<td>1,421</td>
<td>680</td>
</tr>
<tr>
<td>Degree Seeking Undergraduates</td>
<td>-</td>
<td>31%</td>
<td>9%</td>
<td>9%</td>
</tr>
</tbody>
</table>

RACE/ETHNICITY

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>2013-14</th>
<th>2013-14</th>
<th>2013-14</th>
<th>2013-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian/ Alaskan Native</td>
<td>0.9%</td>
<td>1.0%</td>
<td>1.4%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Asian</td>
<td>2.9%</td>
<td>2.7%</td>
<td>3.0%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>5.5%</td>
<td>7.6%</td>
<td>5.8%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>11.5%</td>
<td>13.7%</td>
<td>11.6%</td>
<td>9.9%</td>
</tr>
<tr>
<td></td>
<td>2013-14 Undergraduates</td>
<td>2013-14 PELL Recipients</td>
<td>2013-14 Subsidized Loan Recipients (no PELL)</td>
<td>2013-14 Unsubsidized or PLUS (No PELL/Sub)</td>
</tr>
<tr>
<td>-------------------------</td>
<td>------------------------</td>
<td>-------------------------</td>
<td>---------------------------------------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Native Hawaiian or other Pacific Islander</td>
<td>0.5%</td>
<td>0.8%</td>
<td>0.3%</td>
<td>0.7%</td>
</tr>
<tr>
<td>White</td>
<td>69.2%</td>
<td>65.2%</td>
<td>69.7%</td>
<td>75.3%</td>
</tr>
<tr>
<td>Two or more races</td>
<td>1.5%</td>
<td>1.8%</td>
<td>1.6%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Race/ethnicity unknown</td>
<td>8.1%</td>
<td>7.3%</td>
<td>6.5%</td>
<td>7.5%</td>
</tr>
<tr>
<td>Non-resident alien</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

GENDER

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>49.7%</td>
<td>50.3%</td>
</tr>
<tr>
<td>Female</td>
<td>50.3%</td>
<td>49.7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2012-13 Undergraduates</th>
<th>2012-13 PELL Recipients</th>
<th>2012-13 Subsidized Loan Recipients (no PELL)</th>
<th>2012-13 Unsubsidized or PLUS (No PELL/Sub)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Undergraduates</td>
<td>5803</td>
<td>1,773</td>
<td>1,215</td>
<td>497</td>
</tr>
<tr>
<td>Degree Seeking Undergraduates</td>
<td>--</td>
<td>31%</td>
<td>21%</td>
<td>9%</td>
</tr>
</tbody>
</table>

RACE/ETHNICITY

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian/Alaskan Native</td>
<td>1.0%</td>
<td>1.3%</td>
<td>0.7%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Asian</td>
<td>2.3%</td>
<td>2.1%</td>
<td>2.6%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>5.8%</td>
<td>8.5%</td>
<td>5.6%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>11.2%</td>
<td>3.6%</td>
<td>2.4%</td>
<td>11.1%</td>
</tr>
<tr>
<td>Native Hawaiian or other Pacific Islander</td>
<td>0.4%</td>
<td>0.6%</td>
<td>0.5%</td>
<td>0.2%</td>
</tr>
<tr>
<td>White</td>
<td>69.1%</td>
<td>63.8%</td>
<td>69.5%</td>
<td>70.8%</td>
</tr>
<tr>
<td>Two or more races</td>
<td>2.2%</td>
<td>2.9%</td>
<td>2.1%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Race/ethnicity unknown</td>
<td>7.7%</td>
<td>7.2%</td>
<td>6.7%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Non-resident alien</td>
<td>0.4%</td>
<td>0.0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

GENDER

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>51.0%</td>
<td>40.7%</td>
</tr>
<tr>
<td>Female</td>
<td>49.0%</td>
<td>59.3%</td>
</tr>
</tbody>
</table>
14 | Admissions Policies

14 | Application Process
   14 | Applicant Integrity
   14 | Submitting Official Transcripts to CSU-Global
   14 | Technical Requirements

14 | Standard Admission
   14 | Undergraduate Students
   15 | Graduate Students

15 | Conditional Admission
   15 | Provisional Admission
      15 | Provisional Requirements for Undergraduate Students
      15 | Provisional Requirements for Graduate Students

16 | Non-Degree Seeking
   16 | Undergraduate Students
   16 | Graduate Students
   16 | Lifelong Learners

17 | International Applicants
   17 | Undergraduate Students
   17 | Graduate Students

18 | Returning Students
   18 | Undergraduate Students
   18 | Graduate Students

18 | Academic Renewal

18 | Double Major
   18 | Undergraduate Students
   18 | Graduate Students

19 | CSU-Global Graduation Upgrade

19 | Alumni Admissions Process
   19 | Second Bachelor’s Degree
   19 | Second Master’s Degree

19 | Appeal of Admissions Decision

19 | State-Specific Authorizations

24 | Transfer Credit Policies

24 | Undergraduate Transfer Information
   24 | Collegiate Credit
      24 | Time Limitation of Credit Transfer
      24 | Credit from Other CSU System Campuses
      24 | Two-Year Institutions
      24 | Associate Degree Information
      24 | Co-Operative Education and Internships
      25 | International Credit
      25 | Alternative Credit Options
         25 | Non-Traditional Sources of Credit
      26 | Prior Learning Assessment Program
      26 | Non-Acceptance of Credit
      27 | Credit Evaluation Appeals Process

27 | Graduate Transfer Information
   27 | Time Limitation of Credit Transfer
   27 | International Credit

30 | Academic Policies

30 | Academic Calendar
   30 | Registration Tracks (Burgundy and Gold)
   30 | Course Registration
   30 | Grades

30 | Student Rights and Responsibilities
   30 | Student Rights
   31 | Student Responsibilities

31 | The Student Code of Conduct
   31 | Property
   31 | Records
   31 | Classroom Behavior
   32 | Alcohol and Drug Prevention Program and Policy
      32 | Counseling and Support Services
      32 | Sanctions
      32 | Federal Financial Aid Penalties for Drug Violations
      33 | How to Regain Eligibility
54 | Good Financial Standing
54 | Outstanding Account Balances
   54 | Delinquent Student Accounts
55 | Tuition Refund Policy
   55 | Registration Cancellation
55 | Tuition Appeals
   55 | Appeal Review Guidelines
56 | Federal Financial Aid
   56 | Enrollment Status for Financial Aid Purposes
56 | Verification
   56 | Exclusions from Verification:
      56 | Student Expectations and Deadlines
      57 | Required Verification Items & Documentation
      57 | Special Situations
      57 | Conflicting Information
      57 | Reporting results for verification tracking flags V4 and V5
   57 | Cost of Attendance
58 | Cancellation of Federal Financial Aid
58 | Federal Financial Aid Counseling
   58 | Federal Direct Loan Entrance Counseling
   58 | Federal Direct Loan Exit Counseling
   58 | Federal Direct Loan Awareness Counseling
58 | Federal Direct Loan Repayment
   59 | Federal Financial Aid Eligibility Requirements
   59 | Federal Financial Aid Application Steps
   59 | Financial Aid Withdraw and Refund Policy
      60 | Treatment of Title IV Aid When a Student Withdraws
   61 | Professional Judgments
   61 | Federal Financial Aid Disbursements
   61 | Credit Balance
   62 | Book Allowance Vouchers
   62 | Authorization for Use of Title IV Funds
   62 | Satisfactory Academic Progress Impact on Financial Aid
      62 | SAP Requirements
      63 | Guidelines
      63 | Failure to Meet SAP Requirements for Financial Aid
      63 | Appeal Process
   63 | Deferment Requests/NSLDS Reporting
   64 | Retention of Financial Aid Records
64 | Military and Veteran Educational Benefits
   64 | Certification and Billing of Military Benefits
   64 | Tuition Assistance Processing
   64 | Private and Alternative Loan Programs

66 | University Policies
66 | Commitment to Diversity
   66 | Equal Employment Opportunity
   66 | Nondiscrimination Policy
   66 | Freedom of Expression and Inquiry
   66 | Freedom from Personal Abuse
   66 | Sexual Harassment Policy
      67 | Sexual Abuse Resources
67 | Americans with Disabilities Act (ADA)
   67 | Services for Students with Disabilities
   68 | ADA Student Rights and Responsibilities
      68 | Rights
      68 | Responsibilities
   68 | Grievance Procedure for Disability Services
68 | Family Educational Rights and Privacy Act
   70 | Possible Federal and State Data Collection and Use
   71 | Name Changes
71 | University Communication
   71 | Student Identification Numbers
   71 | Document Submission
   71 | Assignment Submission
   71 | Access to Closed Courses
   71 | Email Acceptable Use Policy
      71 | Assignment of Email Addresses
      71 | Official Communications
      71 | Redirecting Email
71 | Student Grievance Policy
   73 | CDHE Complaint Policy

75 | APPENDIX
75 | Figure 1: Verification Groups With Requirements
78 | Figure 2: Conflicting Information
80 | Figure 3: Estimated 2014-2015 Cost of Attendance Budgets Based on Eight (8) Months of Attendance
I really liked how easy it was to get started. There has been a person there to help me every step of the way. It took the work out of getting my previous college credits transfer, apply for financial aid, and getting registered for that first class. I have told co workers about it, and a couple are planning are starting classes in the next couple of months.

— Jesse McKay, B.S. in Accounting Student
ADMISSIONS POLICIES

Application Process
Applicants interested in pursuing a degree or Certification of Completion at CSU-Global Campus must submit an application and pay the required application fee to be considered for admission. Applicants must also submit official transcripts from each postsecondary institution they have attended.

Applicant Integrity
Applicants who knowingly submit false information including, but not limited to, forged or altered transcripts will be permanently barred from future admission and/or dismissed from the university. Applicants who breach student conduct standards, whose records indicate disciplinary censure or dismissal, or whose records indicate that they were not in good academic standing at prior institutions may be reviewed by the Admissions Committee and/or denied for admission.

Submitting Official Transcripts to CSU-Global
Students applying for admission to CSU-Global are responsible for submitting official transcripts from prior institutions attended. “Official” refers to both the transcript type and method of delivery. A transcript is considered official if it is printed on official transcript paper and sent directly from the issuing school to CSU-Global in a sealed envelope. Transcripts that have been sent to the student and opened are not considered official.

Some schools participate in electronic transcript exchange; CSU-Global will accept official electronic transcripts from approved service providers. CSU-Global accepts electronic transcripts from Scrip Safe, Clearinghouse, Parchment, and Docufide. The school from which the transcript will be ordered can supply instructions if any of these services are in use.

All other official transcript submission should be mailed to:

CSU-Global Campus
Attn: Enrollment Coordinators
7800 East Orchard Road, Suite 200
Greenwood Village, CO 80111

Technical Requirements
By applying for university admission, students are acknowledging that they meet the minimum technical requirements to complete coursework in the 100% online learning environment of CSU-Global Campus including suitable access to a computer with internet connectivity.

Standard Admission
Undergraduate Students
An offer of admissions may be granted to high school graduates (or GED equivalent) who have completed more than 12 transferable semester hours of credit from a regionally accredited college or university. Students with less than 30 semester hours of credit will be required to complete general education coursework before starting their major program.

An offer of admission will be granted to applicants who have earned an Associate of Arts or an Associate of Science degree from a regionally accredited college or university.

Transfer applicants must be in good standing at the institution last attended and have at least a 2.30 cumulative grade point average. If not, the records will be reviewed and a recommendation on admission will be made by the Admissions Committee.

Applicants who are enrolled at another institution at the time application for admission is submitted to CSU-Global should arrange to have an official transcript sent at the time of application as well as a final transcript sent when the final course at the current institution is completed.

After admission and receipt of official transcripts, evaluations of transferable credit will be completed. Each applicant must disclose all previous college experience on his or her application or be subject to delay of admission, loss of credit, rejection of application, and/or cancellation of enrollment.

Students with less than 30 college credits (from a combination of all sources) must submit their high school transcripts (or equivalent) if they graduated in 2008 or later.

All application materials for applicants who decide not to enroll for the term they applied will be kept on file for one year. Official transcripts will not be relinquished to applicants or students under any circumstances. Please see the “Transfer Credit Policies” section on page 30 for more information.
**Graduate Students**

Applicants are eligible for admission into a graduate program if they have earned a bachelor’s degree from a regionally accredited institution. An undergraduate GPA of 3.00 or better (on a 4.00 scale) is preferred.

Applicants must submit official transcripts from each post-secondary institution attended. Applicants with a GPA below 3.00 are encouraged to apply since many factors are considered in the admission decision. Please see the “Provisional Requirements for Graduate Students” section on page 21 for more information.

**Conditional Admission**

Applicants who have submitted copies of unofficial transcripts from all prior institutions may be admitted conditionally upon recommendation of the Admissions Committee or its designee. The unofficial transcripts must demonstrate the applicant is qualified for admission (pending receipt of official transcripts).

Students admitted conditionally cannot begin courses in their first term until all official transcripts are on file with the university. If all official transcripts are not on file by the start of the term, the student will need to postpone to a later start date.

The student will be notified that he/she has achieved full admit status once all official transcripts have been received.

**Provisional Admission**

If the applicant does not qualify for standard admission, CSU-Global Campus may admit an applicant under provisional status if recommended by the Admissions Committee. CSU-Global reserves the right to access and review academic history as deemed relevant. Applicants seeking admission under a provisional status must also submit a formal, written “statement of purpose” with:

- A summary of professional, personal, and educational goals
- A statement presenting concrete plans for accomplishing academic goals at CSU-Global
- A statement indicating how learning will contribute to the student’s long-term goals
- A statement regarding the factors that negatively impacted prior academic history
- Reasons for wanting to study at CSU-Global
- A detailed resume that includes all collegiate work, professional employment, special skills or competencies, publications, exhibitions, prizes, awards, and service activities

Students admitted provisionally cannot register for courses until all official transcripts are on file with the university. The applicant will be notified of any additional conditions or coursework beyond the standard degree requirement prior to enrollment and may be limited to enrollment of one course during their first term.

Students who fail to meet the conditions of their provisional admission status may be denied admission and administratively withdrawn. Students who are denied admission may appeal the decision by completing the “Re-Entry Appeal” form. All outstanding student account balances must be paid in full and all official transcripts must be on file prior to consideration of the appeal by the Student Appeals Committee. If a re-entry appeal is approved, financial aid eligibility is reviewed on a case-by-case basis to determine if a student would qualify to receive federal student loans.

**Provisional Requirements for Undergraduate Students**

Undergraduate students may be considered for provisional admission if there are positive indicators of success through review of additional documentation (e.g., non-accredited coursework completed, relevant professional experience, or outstanding professional achievement).

Provisionally admitted undergraduate students must complete their first six (6) credit hours within 16 weeks (two consecutive terms) of initial enrollment with a completion rate of at least 67% and a cumulative GPA of 2.00 or higher during that time in order to be eligible for full admission. When the conditions are met, the student will be notified that he/she has achieved full admissions status.

**Provisional Requirements for Graduate Students**

Graduate students may be considered for provisional admission if there are positive indicators of graduate success through review of additional documentation (e.g., high GRE or GMAT scores, undergraduate performance in upper division courses, relevant professional experience, or outstanding professional achievement).

Graduate applicants who do not meet standard admissions requirements or who have content-area deficiencies may
be required to complete RES500 Fundamentals of Quantitative Analysis or RES501 Fundamentals of Research and Writing as part of their degree requirements. These courses prepare students to successfully meet the learning objectives of their degree program.

Provisionally admitted graduate students must complete their first six (6) credit hours within 16 weeks (two consecutive terms) of initial enrollment with a completion rate of at least 67% and a cumulative GPA of 3.00 or higher during that time to be eligible for full admission. When the conditions are met, the student will be notified that he/she has achieved full admission status.

Non-Degree Seeking
Non-degree seeking (NDS) status is designed for students who wish to complete a Certificate of Completion or those who do not intend to become degree seeking. Non-degree seeking students are not eligible for financial aid and are subject to the same institutional requirements as degree seeking students.

Applicants must submit an application for non-degree seeking status in order to be admitted. Students who take courses in NDS status may later apply for a degree program if they meet the minimum requirements for admission. Applications for degree seeking status will only be accepted for the next available term after the admissions criteria have been met.

Non-degree seeking students who fail to successfully complete coursework or fail to pay student account balances as required may be administratively withdrawn.

Undergraduate Students
Undergraduate students may complete up to 15 credit hours at CSU-Global in non-degree seeking status. Prior to the completion of the 15 credit hours, NDS students must apply for admission to a degree program or submit the "Lifelong Learner Acknowledgment" form if they wish to continue to take courses in non-degree seeking status.

To be eligible for admission to an undergraduate degree program, NDS students must:

- Meet all current admission criteria for degree seeking status including minimum GPA and credit requirements. Please see the “Standard Admission” section on page 20 for more information.
- Have all official transcripts on file with the university.
- Have a cumulative GPA of 2.00 in all credits earned at CSU-Global.
- Have all outstanding account balances paid in full.
- Have all official transcripts submitted. Students with less than 30 college credits (from a combination of all sources) must submit their high school transcripts (or equivalent) if they graduated in 2008 or later.

Students who do not meet these criteria may be prevented from registration in future terms.

Graduate Students
Graduate students may complete up to 12 credit hours at CSU-Global in non-degree seeking status. Prior to the completion of the 12 credit hours, NDS students must apply for admission to a degree program or submit the “Lifelong Learner Acknowledgment” form if they wish to continue to take courses in non-degree seeking status.

To be eligible for admission to a graduate degree program, NDS students must:

- Meet all current admission criteria for degree seeking status including minimum undergraduate GPA requirements. Please see the “Standard Admission” section on page 20 for more information.
- Have a cumulative grade point average 3.00 in all credits earned at CSU-Global.
- Have all outstanding account balances paid in full.
- Have all official transcripts on file with the university.

Lifelong Learners
Student may request to enroll at CSU-Global as Lifelong Learners to take courses for personal or professional enrichment rather than for degree-seeking purposes. As a non-degree seeking status, students are not required to submit official transcripts prior to enrolling in courses. Students enrolled as Lifelong Learners are not eligible for financial aid and are subject to the same institutional requirements as degree seeking students.

Lifelong Learners may apply to become degree seeking if all admissions and degree requirements for their degree program of interest are met. No more than 15 undergraduate credits or 12 graduate credits earned in a non-degree seeking status may be applied towards graduation and
degree requirements. All courses taken at CSU-Global will calculate towards the cumulative GPA. Duplicative credit will not be accepted in transfer by CSU-Global.

International Applicants

International applicants are defined as individuals who either completed their prior education at a foreign (non-English) institution or are non-native English speakers. Please note that CSU-Global is not a Student and Exchange Visitor Program (SEVP) certified school and does not participate in the issuing or recertification of student visas.

In addition to meeting standard admissions requirements, international applicants interested in enrolling in courses at CSU-Global must submit documentation of English proficiency. While alternative English proficiency measurements may be considered for provisional admission, the Test of English as a Foreign Language (TOEFL) or International English Language Testing System (IELTS) exams are preferred. Applicants must arrange to have official score reports sent directly from the testing agency to CSU-Global. The TOEFL score recovery code for CSU-Global is 8824. Unofficial score photocopies and test scores older than two (2) years will not be accepted.

Undergraduate Students

Undergraduate applicants who have not graduated from a high school located in the United States or in one of the English-speaking countries listed on the One World Nations website (http://www.nationsonline.org/oneworld/countries_by_languages.htm) must demonstrate an appropriate level of English language proficiency to be eligible for admission by submitting one of the following:

- The Internet-based or paper-based version of the Test of English as a Foreign Language (TOEFL). A minimum score of 60 on the Internet exam, 173 on the computer exam, or 500 on the paper exam is required for admittance.

- The International English Language Testing System (IELTS), including the academic writing and academic reading modules. A minimum score of 5.0 is required for admittance.

- An official transcript indicating completion of an Associate of Arts or an Associate of Science degree from a regionally-accredited U.S. college or university.

- An official transcript indicating a grade of C or higher (2.00 on a 4.00 scale) in an English composition course from a regionally-accredited U.S. college or university. The course must be equivalent to U.S. college composition and the class must have been completed within the last two (2) years.

- An official transcript indicating the applicant has passed the U.S. General Education Development (GED) test within the last five (5) years.

All scores or transcripts must be sent directly to CSU-Global directly from the issuing organization. Photocopied, faxed, emailed, or unofficial documents will not be accepted.

Graduate Students

Graduate applicants who have earned a bachelor’s degree at a non-U.S. institution must have their transcripts reviewed by an approved evaluation service in order to be considered for admission. Official transcript evaluations must be sent directly from the evaluation service to CSU-Global. Approved evaluation services are listed at http://www.naces.org/ Transcript evaluations by AACRAO (http://www.aacrao.org) are also accepted. As a minimum, the evaluation must indicate equivalency to the completion of a bachelor’s degree from a regionally-accredited university and include cumulative GPA.

Graduate applicants who have not completed an undergraduate degree from a regionally accredited institution located in the United States or in one of the English speaking countries listed on the One World Nations website (http://www.nationsonline.org/oneworld/countries_by_languages.htm) must also demonstrate an appropriate level of English language proficiency. These students must submit one of the following to be eligible for admission:

- The internet-based or paper-based version of the Test of English as a Foreign Language (TOEFL). A minimum score of 60 on the Internet exam, 173 on the computer exam, or 500 on the paper exam is required for admittance.

- The International English Language Testing System (IELTS), including the academic writing and academic reading modules. A minimum score of 5.0 is required for admittance.

- An official transcript indicating completion of an Associate of Arts or an Associate of Science degree from a regionally-accredited U.S. college or university.
• An official transcript indicating a grade of C or higher (2.00 on a 4.00 scale) in an English composition course from a regionally-accredited U.S. college or university. The course must be equivalent to U.S college composition and the class must have been completed within the last (2) years.

• An official transcript indicating the applicant has passed the U.S. General Education Development (GED) test within the last five (5) years.

• An official transcript showing completion of a baccalaureate or master’s level credential from a regionally-accredited U.S. institution with an overall GPA of 3.50 (on a 4.00 scale) or higher.

All scores or transcripts must be sent directly to CSU-Global directly from the issuing organization. Photocopied, faxed, emailed, or unofficial documents will not be accepted.

Returning Students
Students who have been enrolled at CSU-Global and received a grade notation in a course (See “Grades and the Grading System” on page 48) but whose attendance was interrupted for one (1) year are required to apply for re-entry to the university. Students will not be considered for re-admission unless all account balances have been paid.

Students re-admitted after an absence of one (1) year are governed by the policies, courses, and catalog in effect at the time of re-admission. Degree-seeking students who attended other institutions must provide official transcripts.

Undergraduate Students
Undergraduate students whose previous CSU-Global work resulted in a cumulative GPA below 2.00 must also provide a written statement detailing the previous academic difficulties, the student’s plans to overcome these difficulties, and any other pertinent information to assist the admissions committee in making a decision.

Graduate Students
Graduate students whose previous CSU-Global work resulted in a cumulative grade point average below 3.00 must also provide a written statement detailing the previous academic difficulties, the student’s plans to overcome these difficulties, and other pertinent information to assist the admissions committee in making a decision.

Academic Renewal
Undergraduate students with a cumulative CSU-Global grade point average below 2.00 who request to re-enroll at CSU-Global after an absence of at least three (3) years may be eligible for academic renewal. Students approved for academic renewal will not have their grade point averages carried forward upon re-admission. Prior course credit with an earned grade of C- or higher might be eligible to count towards degree requirements in effect at the time of re-entry. All grades for coursework completed at CSU-Global appear on the student’s official transcript.

Students who attended another Colorado State University System institution (CSU-Fort Collins or CSU-Pueblo) and apply for admission to CSU-Global after an absence of at least three (3) years from their initial CSUS school are also eligible for academic renewal. CSU-Global will accept students as eligible for academic renewal if they earned 13 or more credits from a CSU System institution even if their cumulative grade point average was below 2.00. Only courses with an earned grade equivalent to C- or higher will be accepted in transfer towards the degree requirements.

Students approved for academic renewal will be required to complete at least 30 additional hours of GPA-applicable credit at CSU-Global following re-admission. Some students may need to complete more than this amount to fulfill degree requirements. Students approved for academic renewal are not eligible for graduation honors.

Double Major
Undergraduate Students
CSU-Global does not offer the option of a double major for undergraduate students. Students interested in continuing baccalaureate-level education following the completion of their undergraduate degree may wish to consider a second baccalaureate degree. Please see the “Alumni Admissions Process” section on page 25 for more information.

Graduate Students
CSU-Global does not offer double majors for graduate degrees. Additional majors or specializations will not be awarded or posted to a transcript once the master’s degree has been granted. However, prior to graduation, students may select a second specialization, provided that there is no course overlap; the second specialization will be listed on the transcript if all coursework is completed prior to degree conferral.
CSU-Global also offers a dual degree option for specific graduate degree programs. Please see the “Master’s Degrees” section on page 106 for more information.

CSU-Global Graduation Upgrade

Baccalaureate-seeking seniors who have been reviewed and received initial approval to graduate from CSU-Global may apply for admission into a CSU-Global graduate degree program. Graduate Admission policies apply. Students who successfully complete all required undergraduate coursework prior to end of the trimester may be allowed to begin their graduate program earlier; these students should speak with their advisor for additional information and restrictions. Graduate level courses (500-level) cannot be used to satisfy both baccalaureate and graduate degree requirements. CSU-Global recommends that students take a break in study of at least one (1) eight-week term prior to pursuing further studies. Tuition guarantee applies only for the current program. Students who complete their program and return for additional courses or degree programs should consult an advisor for more information about tuition rates.

Alumni Admissions Process

Students who have earned a degree from CSU-Global and wish to return for a second degree should email Advising@CSUGlobal.edu or contact their advisor for more information about the alumni admission procedure. The application fee is waived for graduates. Baccalaureate graduation candidates seeking to transition into a graduate program should review the CSU-Global Graduation Upgrade section. Courses cannot be used to satisfy more than one baccalaureate or graduate degree requirement.

Tuition guarantee applies only for the current program. Students who complete their program and return for additional courses or degree programs should consult an advisor for more information about alumni tuition.

Second Bachelor’s Degree

Students may pursue a second baccalaureate degree in a different major area than earned in their first baccalaureate degree. Minimum requirements require satisfying all major and prerequisite requirements for the second degree, which includes the completion of at least 30 additional semester hours of credit at CSU-Global with a minimum cumulative grade point average of 2.00. Please see the “Grades and the Grading System” section on page 48 for more information.

Due to course overlap, not all programs are available; interested students should contact their advisor for more information. When applying for admission, the degree program selected may require approval from the Provost or his/her designee if a significant content overlap between the two programs is discovered. The general education and institutional requirements are considered complete if the student has earned a baccalaureate degree from a regionally accredited college or university.

Students who completed their first baccalaureate degree with CSU-Global are eligible for Alumni Admission.

Second Master’s Degree

Following degree conferral, students who are interested in a second master’s degree should consult with their advisor for more information about the alumni admission procedure. The application fee is waived for CSU-Global alumni. Due to course overlap, not all programs are available for this option. Courses cannot be used to satisfy more than one baccalaureate or graduate degree requirement, and a prior graduate degree earned will not reduce the amount of credit required for a graduate level program. Tuition guarantee applies only for the current program. Students who complete their program and return at a later time should consult an advisor about alumni tuition.

Appeal of Admissions Decision

Applicants who have been denied admission and feel that the Admissions Committee did not give full consideration to all factors regarding their qualifications may petition the Provost for reconsideration of the admissions decision. Along with a written appeal, applicants must provide further information demonstrating their capacity for successful degree completion by emailing Provost@CSUGlobal.edu. Admissions appeals must be received within three weeks of the admission denial notification. The decision of the Provost is final.

State-Specific Authorizations

Students residing in the states listed below should be aware that the electronic code of federal regulations requires a school offering online programs to residents of other states allow these states to review university policies and programs prior to establishing a presence. Code 34CFR, Amendment §600.9 (published in 75 FR 66946) may be accessed here: http://www.gpo.gov/fdsys/pkg/FR-2010-10-29/pdf/2010-26531.pdf#page=115.
As part of the process, some states may require information be listed in the school’s catalog. Students should review the statements below related to their state and contact their state directly or email Provost@CSUGlobal.edu with any questions. For prospective and current students living in these states, CSU-Global Campus provides relevant information and contact details for filing complaints with out-of-state approval or licensing entity. This information may also be referenced at the State Higher Education Executive Officers Association (http://www.sheeo.org/stateauth/stateauth-agency.htm).

**Alabama.** State authorization to provide a program related to the preparation of teachers or other P-12 school/system personnel does not indicate eligibility for an Alabama certificate. Applicants for an Alabama certificate based on reciprocity must meet Alabama’s test requirements and submit a valid, renewable professional educator certificate/license issued by another state at the degree level, grade level, and in the teaching field or area of instructional support for which an Alabama certificate is sought and for which Alabama issues a certificate. Applicants for Alabama certification in an area of administration must also document at least three years of full-time employment as an administrator in a P-12 school system(s). [www.alsdc.edu](http://www.alsdc.edu)

Students who have first sought grievance resolution through the CSU-Global Student Grievance process may choose to contact the Alabama Department of Postsecondary Education (P.O. Box 302000, Montgomery, AL 36130-2000), or visit [http://www.accs.cc/complaint-form.aspx](http://www.accs.cc/complaint-form.aspx).

**Arkansas.** Arkansas Higher Education Coordinating Board certification does not constitute an endorsement of any institution or program. Such certification merely indicates that certain criteria have been met as required under the rules and regulations implementing institutional and program certification as defined in Arkansas Code §6-61-301.

Students who have first sought grievance resolution through the CSU-Global Student Grievance process may choose to contact the Arkansas Higher Education Coordinating Board (114 East Capitol Ave, Little Rock, AR 72201). [http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf](http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf)

**Maryland.** The Maryland Higher Education Commission has licensing and approval authority for all degree-granting institutions and private career schools. Any person desiring information about the requirements may contact:

Sue A. Blanshan, Ph.D.
Director of Academic Affairs
Maryland Higher Education Commission
410-260-4533
sblansha@mhec.state.md.us

Students who have first sought grievance resolution through the CSU-Global Student grievance process may choose to contact: [http://www.mhec.state.md.us/career/pcs/gripe.asp](http://www.mhec.state.md.us/career/pcs/gripe.asp).

CSU-Global is in compliance with the refund policy established by the Maryland Higher Education Commission (COMAR 13B.05.01.10), which entitles Maryland students who withdraw or are terminated after completing only a portion of a course, program, or term within the applicable billing period to the following refund policy:

<table>
<thead>
<tr>
<th>Proportion of Total Course, Program, or Term Completed as of Date of Withdrawal or Termination</th>
<th>Tuition Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 10%</td>
<td>90% refund</td>
</tr>
<tr>
<td>10% up to but not including 20%</td>
<td>80% refund</td>
</tr>
<tr>
<td>20% up to but not including 30%</td>
<td>60% refund</td>
</tr>
<tr>
<td>30% up to but not including 40%</td>
<td>40% refund</td>
</tr>
<tr>
<td>40% up to but not including 60%</td>
<td>20% refund</td>
</tr>
<tr>
<td>More than 60%</td>
<td>No refund</td>
</tr>
</tbody>
</table>

A refund due to a Maryland student shall be based on the date of withdrawal or termination and paid within 60 days from the date of withdrawal or termination. The institution’s refund policy for Maryland students shall be clearly disclosed to and acknowledged by students at enrollment. The institution shall maintain documentation to verify that a refund has been made.

**Minnesota.** Colorado State University-Global Campus is registered as a Private Institution with the Minnesota Office of Higher Education pursuant to sections 136A.61 to 136A.71. Registration is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions. Minnesota requires notification of subsequent accreditation renewal visits.
Students who have first sought grievance resolution through the CSU-Global Student Grievance process may choose to contact the Minnesota Office of Higher Education, 1450 Energy Park Drive, Suite 350, St. Paul, MN 55108-5227 (http://www.ohe.state.mn.us/oheContactForm.cfm) and/or the Minnesota Attorney General’s Office, 1400 Bremer Tower, 445 Minnesota Street, St. Paul, MN 55101 (http://www.ag.state.mn.us/ElectronicForms/ComplaintForm.pdf).

Oregon. All degree programs offered in Oregon by institutions that are not part of the in-state public higher education systems are required by statute to obtain approval from ODA before offering a degree program to students in Oregon. After classes begin for a term, a student who withdraws from a course is eligible for a partial refund through the middle week of the term. Refunds shall be based on unused instructional time and shall be prorated on a weekly basis since CSU-Global utilizes a nontraditional academic calendar. Refund rates shall not be differentiated on the criteria of a student’s source of income or loan repayment obligations except as otherwise required by law. OAR 583-030-0035 (18)

Students who have first sought grievance resolution through the CSU-Global Student Grievance process may choose to contact the Oregon Office of Degree Authorization Department (1500 Valley River Drive, Suite 100, Eugene, OR 97401) is responsible for all degree programs offered in Oregon by institutions that are not part of the in-state higher education system. Contact information for student complaints: Attorney General Financial Fraud / Consumer Protection Section, 1162 Court St. NE, Salem, OR 97301-4096. (http://www.doj.state.or.us/finfraud/pdf/compform.pdf)

Tennessee. After the census date for a term, a student who withdraws from a course is eligible for a partial refund, less a $100 administrative fee. CSU-Global utilizes the federal statutory pro-rata refund method for a student whose last day of attendance occurs prior to sixty percent (60%) of the period of enrollment. After completion of 60% of the period of enrollment the student may be deemed obligated for one hundred (100%) of the tuition, fees, and other charges assessed by the institution.

Students who have first sought grievance resolution through the CSU-Global Student Grievance process may be forwarded to the Tennessee Higher Education Commission, Nashville, TN 37243-0830, (615) 741-5293.

Washington. Colorado State University-Global Campus is authorized by the Washington Student Achievement Council and meets the requirements and minimum educational standards established for degree-granting institutions under the Degree-Granting Institutions Act. This authorization is subject to periodic review and authorizes Colorado State University-Global Campus to offer specific degree programs. The Council may be contacted for a list of currently authorized programs. Authorization by the Council does not carry with it an endorsement by the Council of the institution or its programs. Any person desiring information about the requirements of the act or the applicability of those requirements to the institution may contact the Council at P.O. Box 43430, Olympia, WA 98504-3430. www.hecw.wa.gov.

Students pursuing the Master of Science in Teaching and Learning are advised that this program is not intended to lead to teacher certification. Teachers are advised to contact their individual school districts as to whether this program may qualify for salary advancement.
CSU-Global enables you to finish and further your education with a very flexible and workable platform. I am married with a full time job and a toddler at home. I have been able to go back to school so that I can further my professional career and truly achieve my educational dreams.

— Shauna Cater, B.S. in Communication Student
TRANSFER CREDIT POLICIES

Credit will be reviewed for transfer to CSU-Global upon submission of official transcripts. Please see the “Admissions Policies” section on page 20 for more information.

Undergraduate Transfer Information

The maximum transfer limit for a combination of all sources is 90 credits. CSU-Global’s Prior Learning Assessment (PLA) and Competency Based Exam (CBE) credits count toward the 90 semester hours of accepted transfer credit. Please see the “Alternative Credit Options” section on page 31 for more information.

Collegiate Credit

Credit is accepted by CSU-Global from regionally accredited institutions. To be considered in transfer, non-remedial prior college credit must have been completed with a grade equivalent to C– or higher. Credit will be reviewed for transfer to CSU-Global upon submission of official transcripts.

Transfer grades and credits are not computed within the cumulative grade point average earned at CSU-Global.

When transferring coursework that is transcribed in quarter hours, CSU-Global will convert this to semester hours of credit. Earned credit for each course will be multiplied by 0.667.

Time Limitation of Credit Transfer

College credit earned 10 or more years prior to the date of admission cannot be applied towards major or specialization requirements. However, it may be applied towards the fulfillment of many general education requirements and electives. To ensure student success, the general education areas of written communication and math may not always be fulfilled with credit earned 10 or more years prior to the date of admission; students may be required to take a current written communication and/or math course.

Credit from Other CSU System Campuses

C.R.S. § 23-5-122, “Intra-institutional and intra-system transfers”: On or before October 1, 1993, the governing board of every state-supported institution of higher education shall have in place and enforce policies regarding transfers by students between undergraduate degree programs which are offered within the same institution or within the same institutional system. Such policies shall include, but not be limited to, the following provisions:

- If, not more than 10 years prior to transferring into an undergraduate degree program, a student earns credit hours which are required for graduation from such undergraduate degree program, such credit hours shall apply to the completion of such student’s graduation requirements from such undergraduate degree program following such transfer;

- A student who transfers into an undergraduate degree program shall not be required to complete a greater number of credit hours in those courses which are required for graduation from such undergraduate degree program than are required of students who began in such undergraduate degree program, nor shall there be any minimum number of credit hours required post-transfer other than the normal degree requirements for non-transferring students; and

- The grade point average which is required for a student to apply and be fully considered for transfer into an undergraduate degree program shall be no higher than that which is required for graduation from such undergraduate degree program.

Two-Year Institutions

CSU-Global accepts a maximum of 64 semester hours of credit from community or junior colleges.

Associate Degree Information

Students who have completed an A.A. or A.S. degree from a Colorado Community College System institution, including gtPathways general education curriculum with a C- or better, will transfer with junior standing. Students who have completed an A.A.S. degree from a Colorado Community College will be subject to a transfer credit evaluation of credit and the amount of transfer credit will vary (unless coming from an approved articulation agreement).

Students who have completed an A.A., A.S., A.A.S., or A.G.S. from a Community College outside of the Colorado Community College System will be subject to a course evaluation and the amount of transfer credit will vary.

Co-Operative Education and Internships

CSU-Global Campus accepts a maximum of 12 credits of co-op, internship, externship, or practicum.
International Credit
CSU-Global may accept credit that has been earned at non-U.S. institutions if the coursework is consistent in level and content with courses offered at regionally accredited U.S. institutions. Transcripts must be reviewed by an approved evaluation service in order to be considered for transfer. Official transcript evaluations must be sent directly from the evaluation service to CSU-Global. Approved evaluation services are listed at http://www.naces.org/. Transcripts evaluated by AACRAO (http://www.aacrao.org) are also accepted. A course-by-course evaluation is required and must demonstrate a U.S. equivalent to the institution, the degree type, and cumulative GPA.

Alternative Credit Options
CSU-Global makes every effort to provide students with opportunities to earn academic credits that contribute toward supporting student learning and accelerate degree completion. Alternative credit options allow adult learners to demonstrate competency—through a combination of knowledge, prior experiences, and independent learning—in order to decrease cost and time when earning a degree.

Non-Traditional Sources of Credit
Additionally, CSU-Global may accept degree-applicable transfer credit from non-traditional sources of credit. These include credit by exam, military credit, and non-collegiate sources of credit. Credit will be reviewed for transfer to CSU-Global upon submission of official transcripts. CSU-Global accepts a maximum of 60 credits from a combination of all non-traditional sources.

Credit by Exam
Acceptance of credit is based on scores and when the credit was received. Exam credit options include:

- CSU-Global Competency Based Exams (CBEs). Students have the option of earning course credits for specific content areas through the completion of a proctored exam. All exams are developed by university faculty members and are proctored through an independent organization. Each proctored exam costs $250 (non-refundable) and can be attempted twice within the 12 month period. Students who complete the exam with a score of 70% or higher will receive three undergraduate college credits. Students residing in Rhode Island or West Virginia must complete the proctored exam using the online option and cannot utilize an in-person testing location at this time. These non-resident credits may be applied toward an undergraduate degree at CSU-Global. Transferability to other institutions is at the discretion of the receiving institutions and students are advised to submit the CBE Study Guide to their intended transfer institutions, if applicable, prior to investing in a CBE. CBE exam credit is not approved for Colorado gtPathway guaranteed transfer. As CBES are not considered resident credit, CBE credit courses are marked on the transcript with an “EX” suffix (i.e., SOC101EX Introduction to Sociology).

- The following courses are available by CBE:
  - ACT300: Principles of Accounting I
  - ACT305: Managerial Accounting
  - ACT325: Principles of Accounting II
  - ACT360: Intermediate Accounting II
  - ACT405: Federal Individual Taxation
  - ACT410: Government and Nonprofit Accounting
  - ACT415: Business Taxation
  - ACT425: Information Systems for Accounting
  - ACT460: Cost Accounting
  - ACT470: Advanced Accounting
  - ECN400: Managerial Economics
  - ENG130: Introduction to Literature
  - HCM460: Introduction to Healthcare Strategy
  - HRM400: Human Resources Development and Management
  - HRM425: Managing and Leading Team Dynamics
  - HRM450: Employment Law, Compensation, and Policy
  - HRM455: Training and Staff Development
  - HST201: U.S. History I
  - HST202: U.S. History II
  - HST300: U.S. History from 1945 to the Present
  - HUM101: Critical Reasoning
  - MGT300: Principles of Management
  - MGT320: The Legal and Ethical Environment of Business
  - MGT350: Business Policy and Strategy
  - MGT470: Conflict Management and Negotiation
  - MGT475: Strategic Innovation and Ideas
  - MIS300: Information Systems Design and Management
  - MIS350: Information Systems Analysis and Design
  - MIS440: Cloud Computing and Big Data
  - MKG330: Consumer Behavior
  - ORG304: Leading Authentically
  - ORG305: Entrepreneurship in the Global Age
  - ORG307: Communicating and Relationships in Negotiating
  - POL101: Introduction to Political Science
  - SOC101: Introduction to Sociology
TRANSFER CREDIT POLICIES

• Advanced Placement.
Students who have taken the Advanced Placement examination and received scores of 3, 4, or 5 will be granted credit. The CSU-Global school code is 6903.

• International Baccalaureate Diploma Program.
Students who successfully complete the IB program and examination(s) are eligible to receive credit. A score of 4 or better on the IB exam(s) will receive between 3-10 credits in most instances.

• CLEP, DSST.
CSU-Global will accept credit for test scores that meet established benchmarks for the College Level Examination Program (CLEP) and DANTES Subject Standardized Tests (DSST). Students must submit an official score report showing they earned scores at or above established benchmarks. CSU-Global's reporting numbers are 3582 for CLEP and 8796 for DSST.

• StraighterLine.
CSU-Global will accept credit for test scores that meet ACE guideline standards and minimum score requirements on approved examinations. Students must submit an official score report showing they earned scores at or above established benchmarks. Please note that not all tests are accepted and students who are interested should contact their advisor for more information. CSU-Global's reporting number for StraighterLine is CSUG050.

Military Credit
CSU-Global may accept credits for military service that have been evaluated according to American Council on Education (ACE) Guidelines. Content of credit accepted in transfer may not duplicate coursework previously taken.

Military service credit is evaluated when official copies of transcripts for military schools are received. Courses are evaluated according to the American Council on Education (ACE) Guidelines.

• Army, Navy, Coast Guard, and Marine personnel should submit a Joint Services Transcript. To order a Joint Services transcript, go to https://jst.doded.mil/

• Air Force personnel should submit a Community College of the Air Force transcript. To order a CCAF transcript, go to http://www.au.af.mil/au/ccaf/transcripts.asp. Please note: CCAF is a regionally-accredited institution and is therefore not considered a non-traditional source of credit. CCAF credits will count toward the up to 90 total credits CSU-Global may accept in transfer.

Non-Collegiate Credit
Non-collegiate credit other than exam or military service credit, such as non-collegiate courses, corporate trainings, certifications, professional licenses, etc., may be considered for transfer if:

• It has been evaluated according to American Council on Education (ACE) Guidelines — http://www2.acenet.edu/credit/index.cfm?fusionation=browse.main;

• It has been reviewed by National College Credit Recommendation Service (CCRS) — http://www.nationalcrs.org/ccr/; and

• It does not duplicate credit already accepted in transfer.

Prior Learning Assessment Program
CSU-Global’s Prior Learning Assessment (PLA) is an opportunity for undergraduate students to utilize their previous education and experience as an alternative source of credit. Through the completion of a Portfolio Project with applicable research and documentation, PLA students must demonstrate how their prior knowledge matches the learning outcomes and course competencies of a particular targeted course at CSU-Global. Credit earned through this program is not considered resident credit through CSU-Global and will count toward the 90 semester hours of allowable transfer credit. Acceptance of PLA credit by other institutions is at their sole discretion. Up to 30 credits of Prior Learning Assessment may be earned at CSU-Global. Please note that students must complete at least six (6) credit hours at CSU-Global to be considered for the PLA program. Additional limitations may apply, and credit must not duplicate work accepted in transfer. Students must complete PLA390, a one (1) credit course billed at their tuition rate, prior to submitting work for credit through the PLA program. There is also a $150 submission fee for each Portfolio Project submitted for credit. If the portfolio project is not accepted for credit after the first submission, students will be able to make the necessary corrections and resubmit each project one additional time at no charge.

To learn more about alternative credit options, contact Advising@CSUGlobal.edu or call 877-900-2655.
Non-Acceptance of Credit
Transfer credit will not be accepted for courses that duplicate or significantly overlap each other in content and learning outcomes. Courses which by name, content, or description are developmental, remedial, or preparatory in nature will not be accepted in transfer. This may include courses which have been evaluated by faculty content experts and are found to have learning outcomes that do not match expectations for college level learning.

Credit Evaluation Appeals Process
If a student disputes the evaluation of baccalaureate level credit transfer, the student must file a written appeal with the Office of the Registrar within 14 calendar days of receiving the evaluation. If the student fails to file an appeal within the 14-day period, the decision made in the transfer evaluation will be binding. Within 14 days after receipt of the written appeal, the Office of the Registrar will review the appeal and notify the student in writing, including the rationale, of the decision.

If a student disputes the decision, the student may submit a second appeal to the Office of the Registrar within seven (7) calendar days of receiving the decision. The appeal will be reviewed by the Provost or his/her designee. A final decision will be made within 30 days and the student will be notified in writing, including the rationale, of the decision.

CSU-Global abides by the Colorado statewide guaranteed transfer policies. Undergraduate students wishing to further appeal decisions regarding transfer of credit from Colorado public institutions governed by the statewide guaranteed transfer agreement may review information from the gtPathways website for information regarding additional appeal procedures: http://highered.colorado.gov/academics/transfers/gtpathways/.

Additional limitations on transfer credits may apply. The maximum transfer limit from a combination of all sources is 90 credits.

Acceptance of credit does not necessarily signify that a program will accept the same credit toward major or specialization requirements. Each program evaluates transfer courses to determine applicability to major and specialization requirements. Please see the “Institutional Degree Requirements” section on page 53 for more information.

Graduate Transfer Information
A maximum of nine (9) semester hours of credits from a regionally accredited institution may be transferred and applied to a CSU-Global degree, provided that each transferred course has a grade equivalent to B- or higher and that the credits have not been previously applied to the student’s undergraduate degree or to the student’s previous master’s degree(s).

Credit reviewed for transfer must show a substantial match in course content and learning outcomes to coursework within the CSU-Global Campus master’s degree program.

Time Limitation of Credit Transfer
College credit earned 10 or more years prior to the date of admission cannot be applied towards major or specialization requirements. Graduate students are expected to complete their degree within ten (10) years of admission. Courses completed ten (10) or more years before the date of graduation, either at CSU-Global or at some other institution will not be accepted as satisfying graduation requirements without the approval of the Provost or his/her designee.

International Credit
CSU-Global may accept graduate level credit that has been earned at non-U.S. institutions if the coursework is consistent in level and content with courses offered at regionally accredited U.S. institutions. Transcripts must be reviewed by an approved evaluation service in order to be considered for transfer. Official transcript evaluations must be sent directly from the evaluation service to CSU-Global. Approved evaluation services are listed at http://www.naces.org/. Transcripts evaluated by AACRAO (http://www.aacrao.org) are also accepted. As a minimum, the evaluation must demonstrate a U.S. equivalent to the institution, the degree type, and cumulative GPA.
Up to 90 Total Credits Can Transfer into a CSU-Global Bachelor’s Degree Program

<table>
<thead>
<tr>
<th>Sample Community College Transfer Student</th>
<th>Credits from Community College: 58</th>
<th>Credits from Exam: 18</th>
<th>Credits from Other 4-Year Universities: 6</th>
<th>Credits from CSU-Global: 38</th>
<th>Total credits required for B.S. degree: 120</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSU-Global can accept up to 64 credits from community or junior college. Credits usually transfer as Gen Ed and elective credit.</td>
<td>CSU-Global can accept up to 60 credits from non-traditional source include CLEP, DSST, AP, and StraighterLine exams. Credits usually transfer as Gen Ed and elective credit.</td>
<td>CSU-Global can accept up to 90 credits from regionally accredited four year universities. A transfer evaluation determines if courses apply to degree requirements or electives.</td>
<td>A minimum of 30 credits must be completed at CSU-Global. All degree and upper division requirements must be met.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sample Military Transfer Student</th>
<th>Credits from Military: 45</th>
<th>Credits from Exam: 15</th>
<th>Credits from Community College: 30</th>
<th>Credits from CSU-Global: 30</th>
<th>Total credits required for B.S. degree: 120</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSU-Global can accept up to 60 credits from all non-traditional source including military training and experience if reviewed by ACE. Credits usually transfer as Gen Ed and elective credit.</td>
<td>CSU-Global can accept up to 60 credits from all non-traditional source including CLEP, DSST, AP, and StraighterLine exams. The maximum credit accepted is totaled from all non-traditional sources. Credits usually transfer as Gen Ed and elective credit.</td>
<td>CSU-Global can accept up to 64 credits from community or junior college. Mainly apply as GE and elective credit.</td>
<td>A minimum of 30 credits must be completed at CSU-Global. All degree and upper division requirements must be met.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sample 4-year College Transfer Student</th>
<th>Credits from Other 4-Year Universities: 72</th>
<th>Credits from Exam: 15</th>
<th>Credits from CSU-Global: 33</th>
<th>Total credits required for B.S. degree: 120</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSU-Global can accept up to 90 credits from regionally accredited four year universities. A transfer evaluation determines if courses apply to degree requirements or electives.</td>
<td>CSU-Global can accept up to 60 credits from all non-traditional source including CLEP, DSST, AP, and StraighterLine exams. The maximum credit accepted is totaled from all non-traditional sources. Credits usually transfer as Gen Ed and elective credit.</td>
<td>A minimum of 30 credits must be completed at CSU-Global. All degree and upper division requirements must be met</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CSU-Global has wonderful professors, and a manageable schedule and format to help me as a working professional further my education. I appreciate everything I have learned while a student at CSU-Global, and know it will be helpful in my career.

— Shelby Chase, M.S. Teaching and Learning Student
ACADEMIC POLICIES

Students are advised to become familiar with the academic policies of CSU-Global Campus. Each student owns the responsibility to comply with these policies.

Academic Calendar

The CSU-Global academic calendar consists of 12 eight-week terms, split into three trimesters (Fall, Winter, and Spring) of four terms each. A student is placed into one of two registration tracks (Burgundy and Gold) based on their initial enrollment. For financial aid purposes, the academic year is defined as two consecutive trimesters.

Registration Tracks (Burgundy and Gold)

There are up to three (3) terms available for students in each trimester and nine (9) terms within the year. Students in the Burgundy track can take classes in any term except the “D” term in each trimester. Students in the Gold track can take classes in any term except the “A” term of each trimester. Due to federal requirements for monitoring Satisfactory Academic Progress (SAP), registration track switches are generally not permitted.

The academic calendar is provided in this catalog. In case of unforeseen changes, students should refer to the Academic Calendar posted in the Student Portal for current information regarding calendar updates and upcoming term starts.

Course Registration

Course registration opens approximately 60 days prior to the start of the term. Continuing students may be able to self-register prior to this time through the Student Portal.

Course registration closes the Friday prior to the start of the term. Late registration requests must be approved by the Office of Student Success or the Office of the Registrar.

Courses open for registered students at least 48 hours prior to the term start date.

Grades

Grades are due from faculty approximately one (1) week after each term ends, and will be available on transcripts once they are finalized.

Student Rights and Responsibilities

CSU-Global Campus was established to meet the needs of nontraditional learners in the state of Colorado and beyond with fully online degree programs in career-relevant disciplines. CSU-Global programs are designed based on the best practices of adult and online learning theory in an accelerated online format (8 week terms). Faculty and staff are committed to the success of CSU-Global students. In order to support student success and maximize educational benefit, CSU-Global has established the following student rights and responsibilities.

Student Rights

- To expect that student-faculty and student-staff interactions will meet the highest standards of academic dialogue.
- To interact with faculty and staff members who are responsive, participatory, dedicated, and committed to student learning and success.
- To engage with faculty and staff members who demonstrate excellence and expertise in their discipline and scope of responsibility.
- To expect that faculty and staff members will be leaders in adult and online learning as well as experts in their specific content areas.
- To receive reasonable accommodations when extenuating circumstances prevent successful completion of academic requirements.
- To receive guidance in identifying and applying the tools required for successful course and degree completion.
- To respectful self-expression.
- To engage in a dynamic learning process and dialogue with faculty members and peers.
- To participate in and learn from a multi-cultural learning experience.
- To clarify and respond to concerns and questions that may arise from academic discourse.
• To raise questions and request clarification from others with regard to issues and opinions that arise during academic discourse.

**Student Responsibilities**

• To engage fully in class activities and assignments based on best practices in adult and online learning theory. This may include being active online an average of 3-4 times per week and completing assignments by their due date. This will ensure the maximum educational benefit is received from our accelerated, participatory curriculum design. Specific requirements may vary by instructor.

• To assume financial responsibility for tuition payments and fulfill all financial obligations.

• To be aware of all university policies and processes required for degree completion and to comply with those policies and meet required deadlines as documented in the Academic Catalog and other communications.

• To meet requirements regarding minimum academic standards and course completion in order to maintain financial and academic eligibility for enrollment. Please see the “Satisfactory Academic Progress” section on page 41 for more information.

• To engage with others in a professional and respectful manner within all CSU-Global environments.

• To take responsibility for initiating and pursuing communication through all available means (both phone and email) when questions, concerns, or obstacles are encountered.

• To acquire the technical and academic skills necessary to successfully complete coursework.

• To own or maintain consistent access to equipment and internet connectivity required for engagement in the online learning environment.

• To maintain academic excellence and practice academic integrity in all its shapes and forms. This includes submitting original work supported by research and citing references as required.

• To use the CSU-Global email account as the official means of communication with the university, including its staff and faculty. This account will be used for important student notifications.

**The Student Code of Conduct**

Members of the CSU-Global community are expected to observe all laws and to respect the rights and privileges of other members of the community. As a community, CSU-Global has the obligation to establish those regulations that best serve and protect its integrity as an institution of higher learning and the rights, dignity, and integrity of the members of the community. All CSU-Global students are expected to adhere to the following code of conduct:

**Property**

• Access CSU-Global courses only for lawful purposes including but not limited to: using only authorized accounts, files and access codes; protecting access privileges from third party users; taking no action by which a student will knowingly disrupt computing services, violate copyright laws, or other university policies; and respect for and proper use of all university property and systems.

• Refrain from theft of any university property whether physical or virtual.

**Records**

• Maintain academic integrity and honesty in accordance with academic policies, grading, APA, and copyright policies.

• Submit only true and accurate documentation and information including but not limited to: the application for admission; any university forms, requests, or petitions; and registration or withdrawal information.

**Classroom Behavior**

• Respect the diversity of opinions among the instructor and classmates and engage with them in a courteous, respectful, and professional manner.

• Maintain an environment free of harassment, stalking, threats, abuse, insults or humiliation toward the instructor and classmates. This includes, but is not limited to demeaning written or oral comments of an ethnic, religious, age, disability, sexist (or sexual orientation), or racist nature; and the unwanted sexual advances or intimidations by email, or on discussion boards and other postings within or connected to the online classroom.
• Respect the professional authority of the faculty within the classroom and maintain an environment free from bullying, threats, harassment, or coercion related to grading and the application of institutional policies and procedures.

• Abide by all university policies, rules, regulations and responsibilities including, but not limited to: Students Rights and Responsibilities; Student Code of Conduct; Sexual Harassment; and Policies for Student with Disabilities. Agree to be subject to disciplinary actions as described in the Academic Catalog.

• Maintain adherence to all applicable federal, state and local laws.

**Alcohol and Drug Prevention Program and Policy**
Under the “Drug Free Workplace Act of 1988” CSU-Global is required to notify all employees and students of its specific alcohol and drug policy program.

The elements of the policy and program include consequences that may follow the use of alcohol and other drugs, and sanctions that may be applied. The law requires that individuals be notified of possible sources of assistance for problems that may arise as a result of use.

The policy is intended to educate the university community about the health risks associated with the use and abuse of alcohol and other drugs and about the resources available for counseling and therapy. In addition, in order to assure a work and learning environment that supports the mission and properly function, CSU-Global prohibits unlawful possession, use, or distribution of alcohol or illicit drugs by faculty, staff, or students.

CSU-Global encourages individuals with alcohol or other drug related problems to seek assistance.

**Counseling and Support Services**
Substance Abuse and Mental Health Services Administration – SAMHSA (www.samhsa.gov)

24/7 Treatment Referral Line: 1-800-662-HELP (4357)

CSU-Global will also provide additional information on local, state, and national resources for those seeking assistance with substance abuse.

**Sanctions**
Unlawful possession, use, manufacture, or distribution of alcohol or illicit drugs may also lead to a referral to the appropriate local, state, and/or federal authorities for prosecution for a misdemeanor or felony, depending on the nature of the offense. The sanctions for such offenses may include fines and/or imprisonment.

Anyone found consuming or selling illegal drugs on university property shall be subject to discipline on a case-by-case basis. In all cases, the University will abide by local, state and federal sanctions regarding unlawful possession of drugs and the consumption of alcohol. A case may result in university dismissal and additional state penalties and sanctions may also apply.

**Federal Financial Aid Penalties for Drug Violations**
The Higher Education Opportunity Act states students convicted for an illicit drug violation can be denied federal financial aid for a specific period, in addition to other legal penalties. Students who have been convicted of a drug related offense are required to submit the Drug Eligibility Worksheet to determine if the conviction affects aid eligibility. Students who fail to answer the question or who falsify their response may be disqualified from receiving federal financial aid or face fines, imprisonment, or both.

Federal guidelines further state that Pell Grant recipients must certify that they will not engage in unlawful activities related to controlled substances while receiving the grant.

More information about federal penalties and sanctions is located at http://www.justice.gov/dea/druginfo/ftp3.shtml. If the student was convicted of both possessing and selling illegal drugs, the student may be ineligible for the longer period.

**Possession of Illegal Drugs**
- First offense: A student loses eligibility for federal financial aid for one year from the date of conviction.
- Second offense: A student loses eligibility for federal financial aid for two years from the date of conviction.
- Third offense and subsequent offenses: A student has indefinite ineligibility for federal financial aid from the date of conviction.

**Sale of Illegal Drugs**
- First offense: A student loses eligibility for federal financial aid for two years from the date of conviction.
ACADEMIC POLICIES

- Second and subsequent offenses: A student has indefinite ineligibility from the date of conviction.

How to Regain Eligibility
A student can regain eligibility for federal student aid funds the day after the period of ineligibility ends or upon successful completion of a qualified drug rehabilitation program that must:

- Include at least two unannounced drug tests, AND
- Have received or be qualified to receive funds directly or indirectly under a federal, state, or local government program.

Students denied eligibility for an indefinite period can regain it after successfully completing a rehabilitation program, passing two unannounced drug tests from such a program, or if a conviction is reversed, set aside or removed from the student’s record so that fewer than two convictions for sale or three convictions for possession remain on the record. In such cases, the nature and dates of the remaining convictions will determine when the student regains eligibility. The student is responsible to certify that a rehabilitation program was successfully completed. As with the conviction question on the FAFSA, CSU-Global is not required to confirm the reported information unless conflicting information is determined.

Convictions During Enrollment
Federal regulations require enrolled students receiving federal financial aid to notify the university immediately if convicted of a drug offense. They may become ineligible for further federal financial aid and must repay federal financial aid received after the conviction.

Violations of Student Code
Disciplinary proceedings may be instituted against a student charged with a violation of federal, state, or local criminal law and this Student Conduct Code without regard to the settlement of civil or criminal litigation in court or criminal arrest and/or prosecution. Proceedings under the Student Conduct Code may be carried out prior to, simultaneously with, or following off-campus civil or criminal proceedings at the discretion of the Provost or his/her designee. Determinations made or sanctions imposed under this Student Conduct Code shall not be subject to change because criminal or civil charges arising out of the same facts giving rise to violations of university rules were dismissed, reduced, or resolved in favor of or against the criminal or civil law defendant.

Students who are found to be in violation of the code of conduct may be subject to disciplinary action including, but not limited to: loss of credit, warning, degree revocation, probation, suspension, or permanent expulsion. Reports of violation of the code of conduct may be submitted, by any member of the CSU-Global community, to the Office of Student Success. Those submitting a report should supply documentation demonstrating or describing the violation. Reports of misconduct will be investigated by the Office of Student Success or by a panel appointed by the Provost. Investigations must be completed within three (3) weeks of receipt of the report. After review, a determination of action will be made and the student will be notified within one (1) week of the decision for action. Students may appeal the decision by submitting their request and documentation to the Provost within two (2) weeks of receipt of the decision for action. No later than three (3) weeks from receipt of the appeal, the Provost or his/her designee will notify the student of the final decision of the appeal.

Academic Dishonesty
Academic dishonesty is any form of cheating which results in students giving or receiving unauthorized assistance in an academic exercise or receiving credit for work which is not their own. In cases of academic dishonesty, the instructor will inform the Program Coordinator and the Office of Student Success prior to implementation of punitive action. Any student judged to have engaged in academic dishonesty may receive a failing grade for the work in question, a failing grade for the course, or any lesser penalty which the instructor finds appropriate.

To dispute an accusation of academic dishonesty, the student should first consult with the instructor. If the dispute remains unresolved, the student may then state their case to the Provost. Students who require contact information for the program faculty should contact the Office of Student Success.

Academic dishonesty is a behavioral issue, not an issue of academic performance. As such, it is considered an act of misconduct. Whether or not punitive action has been implemented by the faculty, a report of the infraction should be submitted to the Provost who may initiate additional disciplinary action. A student may appeal the decision to the Provost.

Specific Acts of Academic Dishonesty
The following misconduct is considered by the university to be acts of academic dishonesty. This is not intended to be an exhaustive list of all acts of academic dishonesty, but
ACADEMIC POLICIES

should be used as a guide to help faculty and students understand what constitutes academic dishonesty.

Cheating. intentionally using or attempting to use unauthorized materials, information, or study aids in any academic exercise. Academic exercises include all forms of work submitted for credit.

Fabrication. Intentionally and unauthorized falsification or invention of any information or citation in an academic exercise; or of documentation meant to excuse or justify adjustments related to attendance or completion of work (exams, exercises, etc.)

Facilitating Academic Dishonesty. Intentionally or knowingly helping another to violate a provision of the institutional code of academic integrity.

Plagiarism. The deliberate adoption or reproduction of ideas, words, or statements of another person as one’s own without acknowledgment. Plagiarism includes submission of work written in part, or in whole, by a family member, friend, or associate.

Unauthorized Collaboration. Intentionally sharing information or working together in an academic exercise when such actions are not approved by the instructor. Individuals may study together but all work submitted for credit must be the unique work of the individual student.

Re-Using and Re-Purposing One’s Own Work
CSU-Global assignments are designed to build professional skills, develop critical thinking, and ensure students are able to meet the learning outcomes of each course. In order to accomplish these goals, the re-use and re-purposing policy limits the amount of prior work that can be recycled or reapplied in either a repeated or subsequent course. No more than 20% of an assignment’s content should consist of quoted material (from either an external source or your own previously submitted content) unless the student has obtained permission from their current instructor. This policy allows for use of a limited amount of prior research, data, or quotes while ensuring that up-to-date analysis and application are being made to address the unique course assignment and learning outcomes. When repeating a course, students should plan to submit newly created work.

Classroom Expectations
The instructor is responsible for setting standards for all physical or virtual classroom conduct, behavior, and discipline. Only enrolled students, administrative personnel, and persons authorized by the instructor are permitted access to physical or virtual classrooms. University policy and Colorado state law prohibit all forms of disruptive or obstructive behavior in a physical or virtual classroom or any action which would disrupt scheduled academic activity. All communications with instructors, whether in class, face-to-face, on paper, or by telephone, email, or other means are subject to the same standards for conduct, behavior, and discipline as classroom behavior. Standards of conduct outlined elsewhere (Student Conduct Code, Sexual Harassment Policy, etc.) also apply.

Plagiarism Policy
CSU-Global expects each assignment, and course room submissions, to represent the original work of the individual student. Approximately 70% of the content should be the student’s original thoughts, analysis, and synthesis of course material. Paraphrasing, with proper citations, is considered appropriate analysis in supporting student’s thoughts. CSU-Global integrates an originality check with each student’s assignment submission. CSU-Global accepts an overall originality check similarity score of 30% or less, with no more than 20% of the student’s paper containing quoted material. Quoted material should be used with discretion and include correct formatting in compliance with the CSU-Global Guide to Writing and APA. Incorporating and citing scholarly articles supports concepts and facts present in the student’s analysis and writing, as acknowledging sources is the primary focus for preventing plagiarism.

Plagiarism offenses are to be reported to the Office of Student Success who will record offenses, instruct Faculty of needed interventions, and communicate with students as appropriate.

First Offense. Faculty will inform the Office of Student Success of any suspected case of plagiarism. The Office of Student Success will check for prior reports of plagiarism. Upon confirmation of a first offense the Office of Student Success will notify instructor to educate student(s) in identifying and preventing instances of plagiarism and request a follow-up email to the student with a copy sent to the Office of Student Success to document communication regarding the situation with the student. The Office of Student Success will record the instance in the Plagiarism Log and in the student’s record. There will be no penalties for the first offense. The student will be provided with the option to resubmit the assignment. Grading of all work will
be completed in alignment with the assignment grading rubric.

**Second Offense.** Faculty will inform the Office of Student Success of any suspected case of plagiarism. Upon confirmation of a prior offence, the Office of Student Success will notify instructor, ask that the instructor discuss the situation with the student, and determine if the work should be re-done or if a grade of zero should be given. Instructor will send a follow-up email to the student to document the discussion with a copy sent to the Office of Student Success. The student will be required to review CSU-Global APA tutorials and make an appointment with tutors to review any working being resubmitted or, if nothing resubmitted, at least one upcoming class assignment. The Office of Student Success will notify the student of CSU-Global requirements and policy and the consequences of failure to meet requirements. The Office of Student Success will record it in the Plagiarism Log and student record.

**Third Offense.** Faculty will inform the Office of Student Success of any suspected case of plagiarism. Upon confirmation of prior offenses, the Office of Student Success will notify the instructor of the subsequent offense and the student will receive a grade of zero for the assignment(s). Instructor will contact the student to explain why the student is not receiving points, and send a follow-up email detailing the discussion with a copy sent to the Office of Student Success. The Office of Student Success will contact the student to notify them that they are on disciplinary warning and that further offenses may result in dismissal from the University. The Office of Student Success will record the offense in the student’s file and in the Plagiarism Log. At the discretion of the Provost, the student may face immediate dismissal from the university.

**Satisfactory Academic Progress**

Satisfactory Academic Progress (SAP) applies to all students and denotes successful completion of coursework towards a degree in each trimester. Students who fail to achieve minimum standards for grade point average and/or course completion rate (CR) in a Maximum Time Frame (MTF) will face academic consequences; up to and including university withdrawal and loss of eligibility for all types of federal and state aid administered by CSU-Global.

The following credit hour guidelines are used when determining Satisfactory Academic Progress:

- All CSU-Global credit hours attempted and earned are counted in the evaluation of SAP.

- All transferable credits are counted as credit earned and will count towards MTF and CR but not in the cumulative GPA calculation.

- Incomplete grades in courses will count as credits attempted but not earned until the final grade has been posted, at which point SAP will be re-calculated for MTF, CR, and cumulative GPA with the final grade.

- All repeated courses count as credits attempted but not earned and count toward MTF and CR. Repeated courses do not count toward cumulative GPA except for the final grade received on the last repeat of a course.

- Course withdrawals (grades of W) count as credits attempted but not earned, and count towards MTF and CR but not toward cumulative GPA.

- For students who change degree programs, all credits attempted and earned which count toward the degree-granting program also count in MTF, CR, and cumulative GPA. Students on SAP Probation are ineligible to transfer to another program until SAP has been met or an appeal has been approved.

**Good Academic Standing**

All students will be evaluated for SAP at the end of each trimester. To remain in Good Academic Standing, students must maintain the following standards:

**Undergraduate Students**

To remain in Good Academic Standing, students must maintain a cumulative grade point average (GPA) of at least 2.00 and a minimum course completion rate of 67% of all courses attempted. The MTF for undergraduate programs is 150% the normal duration of program as measured in credit hours.

**Graduate Students**

To remain in Good Academic Standing, students must maintain a cumulative grade point average (GPA) of at least 3.00 and a minimum course completion rate of 67% of all courses attempted. The MTF for graduate programs is 150% the normal duration of program as measured in credit hours.

**Academic Issues Alert**

Students may receive an Academic Issues Alert at the end of their first term of enrollment at the university if their cumulative GPA falls below the requirements for Good
ACADEMIC POLICIES

Academic Standing. Students will receive the Academic Issues Alert from the Office of Student Success. Each student with an Academic Issues Alert should contact their advisor to complete a plan for returning to Good Academic Standing and to register for the next term. The Alert will be removed after the term in which the student achieves or exceeds the minimum cumulative grade point average standard. Financial aid students receiving an Academic Issues Alert remain eligible for Title IV funds.

SAP Warning
Active students who fail to meet the minimum SAP standards after one trimester will be placed on SAP Warning. All students on SAP Warning will receive academic advisement to assist them in improving their academic progress. Financial aid students in SAP Warning status remain eligible for Title IV funds.

• Students on SAP Warning who achieve the required SAP minimums at the end of their next trimester will be placed back into Good Academic Standing.

• Students on SAP Warning who do not achieve the required SAP standards at the end of their next trimester will be placed on SAP Probation.

• Students on SAP Warning who have not registered and completed coursework within six months will be administratively withdrawn.

SAP Probation
Students will be placed on SAP Probation if they fail to meet the minimum SAP standards while on SAP Warning. SAP Probation status is noted on the transcript until the student returns to Good Academic Standing. In addition, students will receive notification of SAP Probation status from the Office of Student Success. All students that are placed on Academic Probation must submit an Academic SAP Appeal form in order to continue taking courses during the Probation period. Academic progress during the warning period will be reviewed, and if approved the student will be issued an Academic Plan that will detail what the student must complete in order to get back into good academic standing. Financial aid students in Academic Probation status ARE NOT eligible for Title IV funds unless a student appeal has been approved by the institution. The university will only approve a financial aid appeal if it determines that the student had an extenuating circumstance that occurred and prevented the student from successfully completing the coursework, and that the student will be able to meet minimum standards for Satisfactory Academic Progress during the next trimester or if the student is placed on an academic plan developed by the institution.

• If a student meets the required standard within one trimester, he or she will be placed back into Good Academic Standing.

• If a student cannot meet the required standards within one trimester, the student must have an academic plan on file in order to be able to continue.

• If a student cannot meet the required standards within two trimesters in SAP Probation, he or she will be placed on Academic Suspension.

• Students on SAP Probation who have not registered and completed coursework within six months will be administratively withdrawn.

SAP Academic Suspension
Students who fail to clear SAP Probation status will be placed on Academic Suspension. Students placed on Academic Suspension cannot re-enroll at CSU-Global unless approved by the university via appeal.

Students on Academic Suspension who successfully appeal their suspension can return to the university in SAP Probation II status. Students on SAP Probation II will re-enter the university under the current catalog and university requirements. Students may be granted an administrative waiver to return under their previous program based on the committee decision. Students on SAP Probation II will remain under the guidelines of the catalog in effect at the time of their initial admission. Suspension Appeals must be submitted to the Office of Student Success at least five (5) business days prior to the start of the term in which a student plans to re-enroll. Students placed on Academic Suspension retain limited access to their Student Portal for account information and student services.

Students on Academic Suspension who successfully appeal their suspension must enroll and complete classes in the next available term or the appeal will be negated and the student will be suspended.

Appeal Process for SAP Academic Suspension
Students who wish to appeal their Academic Suspension are responsible for initiating the process by submitting an Appeal Letter to the Student Appeals Committee. Appeals will only be considered if all outstanding student account
balances have been paid. If additional college credit has been earned since the last enrollment with CSU-Global, the student should submit official transcripts as part of their appeal. If a suspension appeal is approved, students may be required to pay cash until they have returned to good standing and are eligible for federal financial aid.

The Appeal Letter must address the following questions:

- What extenuating circumstances occurred during your previous enrollment to prevent you from successfully completing your coursework?
- What are your goals in pursuing a degree?
- How will you adjust your schedule and commitments to ensure that you have at least 10 hours per week to devote to class participation?
- What is your support network to ensure that you will be able to keep your commitment to school work? How will the people supporting you help to ensure your success?
- What plans will you have in place to address the possible obstacles that could arise, i.e. computer breakdowns/access issues, changes in commitment or needs related to work, family needs, etc.?
- How will you communicate with your advisor, instructor and/or the Office of Student Success when you encounter issues or concerns?
- How can CSU-Global best support you accomplish your goals and help to keep you on track?

If the Appeals Committee has denied the appeal, the student may appeal the decision to the Provost or his/her designee. The appeal, with responses to the questions above, must be filed within three (3) weeks of the receipt of the decision of the Appeals Committee. The Provost may request additional information as determined necessary. The Provost or his/her designee will review the submitted documentation and recommend approval or denial of the appeal. No later than two (2) weeks from the filing of the appeal with the Provost, the Provost or his/her designee will notify the student of the final decision of the appeal. The determination of the Provost or his/her designee is final.

---

**Catalog Requirements**

Students may graduate under the program requirements in the catalog for the term in which they are first enrolled in a course, provided they complete graduation requirements within a continuous period of no more than 10 years. If a student withdraws or is withdrawn for any reason from CSU-Global, re-admittance will be governed by the catalog current at the time of re-admission. If a student changes their degree program, their enrollment will be governed by the catalog current at the time of the change. Any exceptions to the policy must have prior approval from the university. Students may also elect to follow any subsequent catalog.

<table>
<thead>
<tr>
<th>Academic Status</th>
<th>Status Change</th>
<th>Requirement to Return to Good Standing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Issues Hold</td>
<td>Failure to meet minimum SAP requirements after first term of enrollment with the university.</td>
<td>Students on Academic Issues Hold must achieve SAP minimums at the end of their next term.</td>
</tr>
<tr>
<td>SAP Warning</td>
<td>Failure to meet minimum SAP requirements in one (1) trimester.</td>
<td>Students on SAP Warning must achieve SAP minimums at the end of the next trimester.</td>
</tr>
<tr>
<td>SAP Probation</td>
<td>Failure to meet minimum SAP requirements in two (2) trimesters.</td>
<td>Students on SAP Probation must achieve SAP minimums after a maximum of two trimesters.</td>
</tr>
<tr>
<td>SAP Academic Suspension</td>
<td>Failure to meet minimum SAP requirements after a maximum of two trimesters on SAP Probation.</td>
<td>Successful appeal. Students who are re-admitted at this time will need to fulfill SAP Probation requirements to return to Good Academic Standing.</td>
</tr>
</tbody>
</table>
Catalog requirements apply specifically to degree program requirements. CSU-Global reserves the right to change, modify, or cancel any course, program, procedure, policy, financial requirement, or disciplinary arrangement set forth in this catalog whenever, in its sole discretion, it determines such action to be appropriate. Updates and changes (SAP, financial aid, etc.) other than degree requirements will apply to all students from the policy’s effective date. Furthermore, CSU-Global will not be responsible for any failure to present or complete any course or program or to perform any other activity, function, or obligation mentioned in this catalog.

Classification of Students
Classification of undergraduate students is based on semester hours of credit earned as follows:

- Freshman: 0-29 credits earned
- Sophomore: 30-59 credits earned
- Junior: 60-89 credits earned
- Senior: 90+ credits earned
- Graduate students: Those who have earned a baccalaureate degree.

Course Load Policy
The allowable undergraduate course load is 15 credits per trimester with no more than two (2) courses in any one term. The allowable graduate student course load is nine (9) credits per trimester with no more than one (1) course in any term. Financial aid students should speak with their Student Advisor to ensure that adequate funds are available for their desired course load. Course syllabi indicate that students should expect to spend an average of 10-25 hours per week, per course engaged in reading, assignment completion, and online engagement. This is an estimate and may vary by individual or by course. Best practices in online learning suggest that in order to be successful, students should expect to login to class an average of four times per week.

For an exception to the normal course load limits, students must contact advising to obtain the appropriate request form. Students will be approved up to 27 credits per trimester with no more than three (3) courses in any one term for undergraduates and up to 18 credits per trimester with no more than two (2) courses in any one term for graduates if they meet the following conditions:

- The request for overload is submitted two weeks prior to the start of the term or trimester in which the student wishes to overload.
- All account balances must be paid in full.
- Undergraduate students must have a cumulative grade point average of 2.50 or higher. Graduate students must have a cumulative grade point average of 3.20 or higher.
- The schedule adjustment is required in order to meet graduation deadlines or due to extenuating life circumstances which prevent the students from completing their degree requirements within normal parameters.

Unit of Credit
The unit of credit is the semester hour. Credit earned in an 8-week intensive online course is designed to be equivalent to credit earned in a 16-week semester-long course. The assignment of semester credit is based on requirements set by the Higher Learning Commission (HLC) and corresponds to Carnegie Unit Guidelines. Students should expect to spend a minimum of 10-25 hours per week, per course, engaged in reading, interacting on the discussion boards, writing papers, completing projects, and doing research.

Course Schedule Changes
Students are encouraged to secure advisor approval for all schedule changes. When students do not secure such approval, they assume full responsibility for their progress toward meeting degree requirements. Students are responsible for processing schedule changes within the appropriate time frame. Under no circumstances shall the instructor assume this responsibility on behalf of the student. Continuing students are strongly encouraged to take advantage of the pre-registration process in order to obtain the class schedule which best meets their needs. Please note that in the rare case a course is canceled, the advisor will help facilitate finding an appropriate substitution or a refund for tuition charges will be provided.

Student Attendance
Students are expected to actively engage in coursework every week in order to effectively master the course material. Active engagement is defined at CSU-Global as a sub-
mission of an assignment to the grade book, completing a mastery exercise, posting a response to a discussion board, responding to a student’s post on a discussion board, or asking a question regarding the material to the instructor within a course forum.

Academic engagement will be monitored on a weekly basis. Students who have not actively engaged for 14 consecutive days will receive an At-Risk Email requesting that the student academically engage in their course within seven days or they will be administratively withdrawn from courses. If the student has not participated after 21 days, the student will be administratively withdrawn from the course.

Students are still responsible for all tuition charges related to courses if a student is withdrawn for non-attendance after the drop deadline each term. Withdrawal for non-attendance may have an impact on financial aid eligibility.

**Adding Courses**
Courses may be added to a student’s schedule during the add period as specified in the Academic Calendar.

**Dropping Courses**
Students have seven days after the official start of each term to drop a course without financial penalty. Students who are considered to have posted attendance by actively engaging in an activity within the course, and have not dropped within seven days of the start of the term, have verified their attendance in the course. Students who do not verify their attendance by this date will be unregistered from their classes.

Courses may be dropped from a student’s schedule during the drop period, as specified in the Academic Calendar, without a record of the dropped course appearing on the student’s permanent record.

**Change of Program**
Students may change their major (program of study). All program changes must be made through the Office of the Registrar with the approval of the appropriate advisor. Undergraduate students will receive updated degree plans showing applicability of transfer work to the new degree plan.

**Withdrawal**
Students may request to withdraw from either their course(s) during a selected term or from the university entirely. The following section describes withdrawal options available.

**Withdrawal (from a Course)**
Immediately following the end of the drop period, students may withdraw from a course and receive a grade of W (withdrawal) on the academic record. Students may withdraw at any time until the start of Week 6. Tuition and fees will not be adjusted for course withdrawals during this withdrawal period. Course withdrawals may be initiated by the student through the Student Portal and are processed with the Office of the Registrar. Prior to course withdrawal, students are advised to consider other options. Outstanding grades of Incomplete (I) will be resolved into the appropriate final grade prior to the completion of the Withdrawal process. Students should contact Advising@CSUGlobal.edu with questions prior to initiating a course withdrawal.

**Withdrawal (Military)**
If military obligations interrupt the academic work of a member of the armed forces registered for courses, the student may ask instructors for an early termination of his or her courses. Early terminations may include, but are not limited to: 1) a grade of W; 2) an incomplete (I) grade, if there is any chance the student will be able to complete the course requirements; or 3) an early final examination and course grade. For options 2 and 3, it is the student’s responsibility to make such a request in writing to the instructor. After the student and instructor have agreed on the terms of early termination, the agreement must be approved in writing by the Provost or his/her designee. Students on extended Military LOA may fall into this category. Contact MilitaryAdvising@CSUGlobal.edu for additional information.

**Withdrawal (Retroactive)**
Students may request that all grades in previous terms be retroactively removed and replaced by entries of “W” grades on their transcript if they have experienced, during that term, unexpected health and/or personal problems so severe that they could not reasonably have been expected to complete the term satisfactorily. A retroactive withdrawal is not allowed if a student has already earned a degree from CSU-Global and the term being requested is prior to the degree conferral. An approved retroactive withdrawal will have no impact on any financial balance owed to the university.

The requests must be submitted with supporting documentation to the Student Portal within 30 days of the end of the term. Once received, these requests will be reviewed after the end of the term by the Student Appeals Committee,
which will make a decision for approval or denial of the request.

Appropriate documentation should include direct information from a professional who can attest to the student’s claim of illness or legal issues and speak clearly to the difficulty that was encountered by the student during the term from which the withdrawal is being requested.

The retroactive withdrawal option is not intended for students who miss the course withdrawal deadline. Students should contact their advisor for more information regarding Late and Incomplete policies. Retroactive withdrawal applies to every course for a particular term and cannot apply to selective courses within a term.

**Withdrawal (University)**
Immediately following the end of the drop period, students may withdraw from all courses in a term according to the university withdrawal policy.

Students who are planning to leave the university, for any reason, must file a University Withdrawal Form prior to departure. Students who withdraw from the university prior to the end of a term will receive grades of “W” in all courses in which they are currently enrolled. Tuition and fees will not be adjusted for students who withdraw. University withdrawals must be processed with the Office of the Registrar. Students who formally request for university withdrawal may re-apply for admission in the future. Regardless of the time period of non-attendance, students will follow the catalog requirements and tuition rate in effect at the time of re-entry. Students who do not formally request for university withdrawal will be considered in good standing based as long as they have taken at least one (1) course within a 12-month period.

Students who withdraw from the university retain limited access to their Student Portal for account information and some student services.

Outstanding grades of Incomplete (I) will be resolved into the appropriate final grade prior to university withdrawal.

**Withdrawal (Administrative)**
CSU-Global may choose to administratively withdraw students from courses in certain circumstances. Please see the “Enrollment Status” section on page 46 for more information. Aside from academic or disciplinary reasons, students who do not attend CSU-Global for a period of time that exceeds 12 months (six non-overlapping 8-week terms) will be withdrawn from the university. After withdrawal, students seeking reinstatement must complete a re-entry process. These students will follow the catalog requirements and tuition rate in effect at the time of re-entry. Certain qualifying students on Military Leave of Absence are exempt. Contact MilitaryAdvising@CSUGlobal.edu for further details.

Students who are administratively withdrawn retain limited access to their Student Portal for account information and some student services. Please contact an advisor with questions and review the Email Acceptable Use Policy for additional information.

Outstanding grades of Incomplete (I) will be resolved into the appropriate final grade prior to the completion of the Administrative Withdrawal process.

**Enrollment Status**
Enrollment status is determined by the number of credits the student has completed or is pursuing within a trimester. Credit requirements for enrollment verification (i.e., health or auto insurance, loan deferments) are as follows:

**Undergraduate Students:**
- Full Time (12 or more credits)
- Three-Quarter Time (9-11 credits)
- Half Time (6-8 credits)
- Less Than Half Time (Below 6 credits)

**Graduate Students:**
- Full Time (6 or more credits)
- Three-Quarter Time (4-5 credits)
- Half Time (3 credits)
- Less Than Half Time (below 3 credits)

Please note: Enrollment status may differ from the schedule recognized by financial services.

**Continuous Enrollment**
Continuous enrollment for undergraduate students is defined as a minimum of six (6) credits during a trimester.

Continuous enrollment for graduate students is defined as a minimum of three (3) credits during a trimester.

Continuous enrollment is required for some scholarship and tuition guarantee programs. In addition, students who do not enroll in at least one (1) course for a period of one (1) year will be withdrawn from the university, must apply
for re-admission, and are subject to any new policies, procedures, and degree requirements in the catalog at the time of re-admission.

**Leave of Absence**
CSU-Global offers students in good academic standing and not subject to disciplinary action the opportunity to request a Leave of Absence (LOA).

LOA is designed for the student who takes a break in the course of study for more than two 8-week terms, but intends to return at a later date. In accordance with Title IX, a leave of absence will also be permitted due to pregnancy, childbirth, false pregnancy, termination of pregnancy, and recovery therefrom for a period of time as deemed medically necessary by the student’s physician.

Before considering an LOA, students should determine whether a formal LOA is necessary. Students who are receiving financial aid, scholarships, and tuition guarantee programs should consult with their advisor about the guidelines of LOA and the potential impact on student financial aid eligibility and obligation. Students with outstanding student loans should consult with a financial aid advisor to determine whether LOA could jeopardize their deferment status. Students who leave a program, or stop continuous enrollment, without an approved LOA may jeopardize their financial aid package and guaranteed tuition rate.

LOA is defined as a voluntary leave from a program of study for more than two (2) terms (16 weeks). A student may take a LOA a maximum of four times during his or her course of study before requiring re-admission. If the LOA or any consecutive non-enrollment time equals or exceeds one (1) year, then re-admission is required.

The LOA must be requested and approved before the first day of classes in the term in which the leave is desired. A LOA may be requested for medical, family, work, military, and personal/other reasons. The academic records of the student on a LOA will remain in active status. The student is responsible for resolving any outstanding grades of Incomplete (I) prior to beginning a leave of absence.

A student must complete and submit the LOA Request Form. Eligibility for the request will be checked and a decision will be made based on grades issued through the previous term. Students are responsible for furnishing any documentation required as part of the review. Students can request an extension to an existing LOA by submitting a request and supporting documentation. Financial Aid recipients are limited to a maximum of 180 days for leaves of absence.

**Military Leave of Absence**
The Military Leave of Absence is designed for CSU-Global students who enter military service or receive orders to relocate to an area not conducive to online asynchronous learning. The student requesting Military LOA must have made plans to complete or withdraw current courses and is seeking to delay future registration due to military service. Military students, their spouse, or dependents who are considering withdrawing from current coursework due to deployment, should first discuss all options with their faculty and military advisor. If it is determined that withdrawal is the best option, students should file a tuition appeal before requesting a refund. Each case will be reviewed and a decision made to ensure that students will not be unjustly penalized financially. The student is responsible for resolving any outstanding grades of Incomplete (I) prior to departure.

Students must submit a copy of their orders along with the LOA Request Form prior to departing. Approved students will be reinstated in their original degree program upon returning to the school and will be grandfathered under the original tuition rate. This period of time may not exceed the end date on the orders submitted to the school. Please note that during this interim period, the school will not report the student as actively attending. Institutional requirements concerning the 10 year time limit to complete the degree still apply. Military students who are also financial aid recipients should contact their advisor for additional information related to loans.

**Re-Admit Students**
Undergraduate Students re-admitted to CSU-Global must fulfill the requirements in the general education program, as well as changes to their major/specialization in effect at the time of readmission. Graduate students re-admitted to CSU-Global must follow degree requirements current at the time of re-admission.
Grades and the Grading System

Course grades are reported using this scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percent</th>
<th>Quality Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A (Excellent)</td>
<td>95.0–100.0%</td>
<td>4.00</td>
</tr>
<tr>
<td>A-</td>
<td>90.0–94.9%</td>
<td>3.67</td>
</tr>
<tr>
<td>B+</td>
<td>86.7–89.9%</td>
<td>3.33</td>
</tr>
<tr>
<td>B (Good)</td>
<td>83.3–86.6%</td>
<td>3.00</td>
</tr>
<tr>
<td>B-</td>
<td>80.0–83.2%</td>
<td>2.67</td>
</tr>
<tr>
<td>C+</td>
<td>75.0–79.9%</td>
<td>2.33</td>
</tr>
<tr>
<td>C (Satisfactory)</td>
<td>70.0–74.9%</td>
<td>2.00</td>
</tr>
<tr>
<td>D (Poor)</td>
<td>60.0–69.9%</td>
<td>1.00</td>
</tr>
<tr>
<td>F (Failure)</td>
<td>59.9% or below</td>
<td>0.00</td>
</tr>
<tr>
<td>FN (Failure for Non-participation)*</td>
<td>Less than 60% of graded assignments completed</td>
<td>0.00</td>
</tr>
<tr>
<td>I (Incomplete)</td>
<td>***</td>
<td></td>
</tr>
<tr>
<td>W (Withdrawal)</td>
<td>***</td>
<td></td>
</tr>
<tr>
<td>S (Satisfactory)</td>
<td>C or higher</td>
<td>**</td>
</tr>
<tr>
<td>U (Unsatisfactory)</td>
<td>***</td>
<td></td>
</tr>
</tbody>
</table>

* FN grades will no longer be assigned as of the Winter-B term
** Credits count toward graduation but not included in GPA
*** Credits do not count toward graduation and are not included in GPA

F. An F grade is counted as a course attempted, but it does not constitute a passing grade nor does it satisfy major or institutional requirements. Grades of F may impact financial aid or military benefits – students should contact their advisor with questions.

FN. The university no longer awards FN grades for non-participation as of the 2013-2014 Winter-B term. Prior to the 2013-2014 Winter-B term, an FN was awarded when less than 60% of graded assignments (discussion board, mastery exercises, critical thinking assignments, etc. each counting as one (1) graded assignment) have been completed by the student. Grades of FN may impact financial aid or military benefits – students should contact their advisor with questions.

W. A W is given when a student withdraws from a course prior to the end of the regular withdrawal period or when a student is approved for retroactive withdrawal from all courses in a term. Grades of W may impact financial aid or military benefits – students should contact their advisor with questions.

I. A grade of I is recorded at the end of the term when a student is granted an extension of time to complete coursework. The incomplete will be replaced by the grade earned at the end of the extension period.

S. A grade of S is available only for certain approved courses and is defined as coursework at 70.0% percent or higher.

U. A grade of U is available only for certain approved courses and is defined as receiving less than 70.0%.

Grade Point Average Computation

Cumulative grade point average is calculated by dividing quality points earned by the number of attempted credit hours. Quality points are computed by multiplying the quality point value by the number of credit hours of the course. A student’s term GPA is calculated by dividing the number of quality points by the number of credits attempted within the term.

Earned grades of S, U, W and I are not computed in the GPA. Only CSU-Global Campus credits are used for the purpose of computing a student’s GPA.

Grade Appeal Process

Each CSU-Global course clearly defines the instructional objectives of the course at the beginning of each term and
provides guidelines for evaluating student achievement in a manner consistent with the stated objectives. Students are responsible for maintaining standards of academic performance established for each course in which they are enrolled. Instructors are responsible for determining and assigning final course grades. Course assignments, discussions, and other graded materials used when evaluating a student’s achievement will be available to the student for inspection and discussion. Prior to considering a grade appeal, students are expected to discuss course-related questions or concerns with their instructor directly so that the instructor has the opportunity to work with the student to seek resolution. Students are also expected to contact their advisor or the Office of Student Success as soon as questions or concerns arise so that administration has an opportunity to help facilitate immediate resolution prior to the end of the course.

If direct communication with faculty and staff does not bring satisfactory resolution and the student feels that institutional standards and policies have not been upheld, an appeal of the instructor’s grading decision may be made. The burden of proof rests with the student to demonstrate the grade assigned for the course was made on the basis of any of the following conditions:

- A grading decision was made on some basis other than performance and other than as a penalty for academic dishonesty.

- A grading decision was based on unreasonably different standards from those applied to other students.

- A grading decision was based on a substantial, unreasonable, or unannounced departure from the course objectives and assignments.

Appeals which do not demonstrate that grading was made on the basis of one of these conditions will be dismissed. The student must submit the grade appeal request, including all supporting documentation, within four (4) weeks after the final grade is recorded. Appeal requests are submitted by email to the Office of Student Success. Grades shall be considered final if no appeal is filed within this time.

Within one (1) week of receipt of an appeal request, the Office of Student Success will notify the instructor who assigned the grade of the grade appeal. The Program Coordinator who oversees the faculty member will also be notified of the appeal at this time. The instructor will have five (5) business days to provide documentation supporting his/her decision on assignment of the grade to the Office of Student Success and Program Coordinator. The Office of Student Success and Program Coordinator will review the appeal and submitted documentation in order to conduct a full investigation. The investigation may include grading review or assessment by independent faculty members qualified in the content area as deemed necessary. The Office of Student Success and Program Coordinator will make a recommendation to the Associate Dean regarding the appeal. The decision of the Associate Dean will include one of the following recommended actions:

- Lowering the original grade(s) in accordance with the grading review.

- Confirming and upholding the original grade(s) from the instructor.

- Raising original grade(s) in accordance with the grading review.

The Office of Student Success will document any actions to be taken to correct or address issues found during the investigation as identified in the Associate Dean’s decision. No later than three (3) weeks from the filing of the appeal, the Office of Student Success will email the decision of the appeal to the student, along with the rationale. The Program Coordinator will contact the instructor regarding the decision and any corrective actions as identified.

If the Office of Student Success, Program Coordinator, and Associate Dean have upheld the grading and denied the appeal, the student may appeal the decision to the Provost or designee, who will appoint a review panel consisting of the Associate Dean and faculty Program Coordinators not involved in the original appeal. The appeal, with supporting documentation, must be filed within two (2) weeks of the receipt of the original decision. The review panel may request additional information from the student, instructor, Office of Student Success, and/or Program Coordinator as determined necessary. The panel will review the submitted documentation and recommend one of the following actions:

- Lowering the original grade(s) in accordance with the grading review.

- Confirming and upholding the original grade(s) from the instructor.
• Raising original grade(s) in accordance with the grading review.

No later than three (3) weeks from the filing of the appeal with the Provost or his/her designee, the student will be notified of the final decision of the appeal from the review panel and Provost or designee.

Late Policy

The academic week at CSU-Global begins on Monday and ends the following Sunday.

CSU-Global has designed programs and courses around best practices in adult and online learning theory. Courses are offered in an eight (8) week accelerated format. Therefore, it is expected that students will gain maximum benefit from courses and stay on pace for successful completion when they are participating fully in each week’s activities and completing each week’s assignments according to the course schedules. The CSU-Global late policy supports maximum classroom success.

Discussion Boards (DB). The Original Post must be completed by Thursday at 11:59 p.m. MT and Peer Responses posted by Sunday at 11:59 p.m. MT. In accordance with the grading rubric, late posts will not be awarded full points.

Mastery Exercises (ME). To maximize learning, it is strongly recommended that students complete Mastery Exercises no later than one week after the assigned module. However, students may access and retake mastery exercises until they achieve the score they desire through the last day of class. Attempts completed after the last day of class will not be accepted unless an Incomplete Grade Request has been approved.

Critical Thinking Assignments (CT). CT assignments are due Sundays at 11:59 p.m. MT. Students are permitted a one week (7 day) grace period during which they may submit an assignment after the original due date without incurring a penalty. Papers submitted between 8 and 14 days after the original due date will be accepted with a potential 10 percent total reduction in grade for late submission. Papers submitted 15 or more days beyond the original due date will not be accepted unless the student has made arrangements with the instructor prior to the original due date of the assignment. Any arrangements for extension must identify the assignments to be included and a due date. Assignments not submitted within 14 days of the original due date will not be included in a request for incomplete grade. All outstanding CT assignments and the portfolio project must be submitted no later than the last day of class. No assignments will be accepted after the last day of class unless a student has requested and been approved for an incomplete grade in accordance with the Incomplete Policy.

Portfolio Projects. No late Portfolio Projects will be accepted beyond the last day of class unless a student has requested, and been approved for an incomplete grade in accordance with the Incomplete Policy.

Incomplete (I) Grade Guidelines

CSU-Global courses are offered in an eight (8) week accelerated format. While Late and Incomplete Policies are designed to recognize that obstacles can arise, it is imperative that students stay on pace and meet submission deadlines in order to successfully complete their course work. A student may request an incomplete grade through their course instructor no later than Tuesday of the last week of class. The faculty member will provide the student with the Request for Incomplete Grade form, which must be signed by the student and signed and approved by the faculty member prior to submission to the Office of the Registrar. Incomplete grades will be evaluated by the original instructor.

Incomplete Request Submission Deadline

Students must plan to contact their faculty member no later than Tuesday of the final week of class to request an incomplete grade.

The form must be submitted by the faculty member to the Office of the Registrar no later than Thursday of the final week of class.

Eligible Assignments

Un-submitted critical thinking and un-completed discussion assignments from the first five (5) weeks of class fall outside of submission requirements as defined by the Late Policy and will not be included in an incomplete contract.

Student Eligibility

A grade of I (incomplete) will be awarded to a student who:

• Is requesting to submit incomplete work from weeks 6-8 only; which may include the portfolio project, critical thinking exercises from week 6 and 7, and mastery exercises from week 6-8. All other work falls outside the deadline standard established by the late policy and will not be considered.
• Has the potential to earn a passing score for the course based on quality of work submitted during the first 5 weeks of class.

• Has submitted their request to faculty by midnight Tuesday of the last week of class.

Incomplete Deadlines and Final Grades
The instructor and the student shall agree to a deadline not to exceed four (4) weeks beyond the last day of the course.

Final Grade Adjustment
Instructors will update Schoology scoring and submit a Change of Grade Request form to the Registrar’s Office upon final review of all submitted incomplete work. Students who fail to meet their extension deadline will not receive additional extensions, and the final grade will be awarded based on the work submitted and the score achieved at the time of the extension deadline.

Academic Success Alert
Students with two (2) incomplete grades in any one (1) term should carefully consider waiting a term before taking new coursework to allow successful completion of all outstanding incomplete assignments.

Impact on Graduation
Students with outstanding grades of Incomplete (I) will not be cleared for graduation until all incomplete grades have been resolved. Students who have an incomplete grade at the end of their final term will not be able to graduate at the end of the month and must file a new graduation application for the month in which their work will be completed.

Repeating Courses for Credit
If a student (undergraduate or graduate) does not receive a passing grade for a course, he/she may repeat the course one (1) time per course (tuition rates apply). Only the grade and credit for the most recent attempt will be used in calculating the student’s total hours earned and total cumulative grade point average. The original graded attempt and any subsequent failed attempts will still be listed on the student’s transcript. Undergraduate students are discouraged from repeating courses in which a grade of C or higher has been earned. Graduate students may be required to repeat a course in which a grade of C was earned to maintain a 3.00 cumulative grade point average and/or meet institutional degree requirements. Failure to successfully complete a course during any repeat attempt may jeopardize graduation as course substitutions will not be made for required courses and students may not be granted approval for additional retakes of the course.

If the student is required to repeat a course for a third time, he/she must submit a Course Repeat Exception Request (tuition rates apply if approved). Courses in which a grade of “W” is awarded do not count as a course attempt for course repeat purposes only; “W” grades will be considered a course attempt for all other purposes. Students are expected to be in good standing or making adequate progress toward a return to good standing in order to be considered for approval. Additional approvals will not be granted beyond the third repeat attempt and no course substitutions for graduation requirements will be made if a student fails to successfully complete a course on the third attempt.

Financial aid students who have previously received a passing grade in a course will only be eligible to receive financial aid funds for one repeat per course. For financial aid purposes, grades of D or higher are considered passing. Financial aid students should contact their advisor for more information.

All transcripts contain appropriate indications that the course has been repeated and the grade point average has been recomputed.

Transcripts of Credit
Official transcripts are issued by the Office of the Registrar at the written and signed request of the student.

All accounts with CSU-Global must be settled before an official transcript can be issued. Official transcripts on file from other institutions cannot be relinquished. Students may request a copy of their transcript using the Transcript Request Form; no email, fax, or mail requests will be honored.

CSU-Global is a regionally accredited university; however, the amount of transferable credit accepted by other institutions is at their sole discretion.

How to Order CSU-Global Transcripts
Students may print unofficial transcripts from their Student Portal. To order an official transcript, students must submit a signed Transcript Request Form through their Student Portal. Students who are unable to submit the form through the portal should contact their advisor with questions. Verbal, email, and mail transcript requests are not accepted. During busy periods, transcripts may not be immediately
available. Students should allow up to two (2) weeks for official transcripts during these times.

Mailing of Transcripts
CSU-Global's preferred delivery method is through Scrip-Safe International, a secure, electronic service. Official transcripts can be accessed via a secure server by anyone, anywhere once an email address is supplied. Overnight delivery of printed transcripts is available for a fee. For additional information, contact Registrar@CSUGlobal.edu.

Degrees Awarded
CSU-Global offers 120 credit bachelor of science degree completion programs as well as 30-36 credit master of science and master’s degree programs. All credits are calculated in semester hours.

Graduation
CSU-Global confers degrees 12 times per year, at the end of each month. Students must apply for graduation to be considered for degree conferral and no final transcripts or diploma will be issued until after the degree has been conferred. Degree conferral dates do not reflect commencement dates.

Applying for Graduation
Students must complete the Graduation Application through the document center in the Student Portal 30 to 90 days prior to their desired graduation date.

Students must register for all required courses and be in Good Academic Standing with the university to apply for graduation. Degrees are conferred at the end of the month in which all requirements have been met.

Students who do not meet degree requirements within the month they have applied for graduation must reapply. Students should contact their advisor with any questions regarding how to apply for graduation.

Graduation Honors
Undergraduate and graduate students will be eligible for the designation of Honors Scholar on their transcript and diploma if they complete their program with a cumulative GPA of 3.97. This cumulative GPA applies to coursework completed at CSU-Global and does not include transfer work. Students who repeat courses for academic credit (including after grades of D or F are received) are not eligible for honors distinction.

CSU-Global is also a member of the Golden Key Honor Society. This international honor society is by invitation only for undergraduate and graduate students with a 3.50 cumulative GPA and 30 residential credits. Membership is conducted during the Spring and Fall trimesters and students must have met all requirements prior to the invitations being sent to be considered.

Graduation List
The official graduation list is prepared each term by the Office of the Registrar. Students will not be eligible to graduate unless their names appear on the approved list during that term.

Class Rank
CSU-Global does not maintain or provide class ranks.

Diplomas
Diplomas are mailed once a student’s degree has been conferred. Names are printed on the diplomas as requested by the student on the Graduation Application Form. Candidates for graduation receive email confirmation of the spelling of their name and are responsible for notifying the school of any discrepancies prior to the end of the month in which they applied for graduation. It may take up to 10 weeks to receive a diploma after a student's degree has been conferred. Students are responsible for maintaining up-to-date mailing information with CSU-Global. Diplomas will not be ordered for students with outstanding account balances. To order a CSU-Global frame for the diploma, visit http://csuglobal.universityframes.com.

Commencement
CSU-Global hosts an annual commencement ceremony open to students who are completing either a bachelor’s or master’s degree program. Students eligible to participate include those who have completed, or will complete, their graduation requirements within that academic year (including Fall, Winter, and Spring terms). Eligible prospective graduates are responsible for applying for graduation, completing the RSVP to attend commencement, and ordering appropriate regalia for the commencement ceremony. Candidates must appear in official CSU-Global academic regalia in order to participate in the commencement ceremony. Ordering information and deadlines within the Student Portal. Commencement participation deadlines are not related to graduation application deadlines.

The Commencement RSVP contains a release that must be completed by the student which authorizes their name and degree to be printed in the commencement program.
Names printed in the commencement program reflect the student’s legal name.

The commencement program is not an official list of confirmed graduates or honors awarded. A final audit of each student record will determine degree conferral and academic honors.

**Institutional Degree Requirements**

**Undergraduate Requirements**

Candidates for the baccalaureate degree must satisfy institutional and general education requirements, as well as specific requirements for their major as outlined in their official evaluation. Additional institutional requirements are listed below.

- Be admitted without condition to a baccalaureate degree program as a degree-seeking student.
- Students must successfully complete a minimum of 120 semester hours of credit with an earned grade point average of 2.00 or better for all CSU-Global credits attempted and included in the GPA computation. Courses numbered below the 100-level cannot be applied toward graduation. Students must successfully complete a minimum of 30 upper-division semester hours of credit.
- Students must satisfactorily complete all general education requirements. Please see the “General Education Requirements” section on page 54 for more information.
- Students must successfully complete the requirements for an approved program major. Some programs may require completion of a specialization outside the major field.
- Students who have transfer credit applied to a major degree requirement must complete a faculty approved upper division substitution.
- Although a cumulative grade point average is required for degree conferral; grades of D or lower are not acceptable for meeting baccalaureate level major or specialization requirements.
- A minimum of 30 semester hours of credit must be earned at CSU-Global. Prior Learning Assessment (PLA) does not count toward the minimum 30 credit hours earned at CSU-Global. This policy may not apply for some students transferring credit from institutions within the CSU System.
- A minimum of 50% of major coursework must be completed at CSU-Global Campus.
- For degree purposes, the transfer limit from all combined sources is 90 semester hours of credit.
- For degree purposes, CSU-Global accepts a maximum of 64 semester hours of credit from community or junior colleges.
- CSU-Global accepts a maximum of 60 credits from a combination of all non-traditional sources.
- Degree candidates must submit an application for graduation. Degrees are conferred at the close of each term and only after the student has completed all the degree requirements.
- Additional majors or specializations will not be awarded or posted to a transcript after a baccalaureate degree has been granted.
- Once a degree has been awarded, the student cannot repeat courses in order to improve their grade point average.
- Students must meet all financial obligations to the institution prior to receiving a final transcript or diploma.

**Major Requirements**

A baccalaureate candidate must select a program major and successfully complete all requirements prior to receiving a degree. The minimum number of required semester hours of credit for each program major is 30; some majors may exceed this amount and some courses may require the completion of additional prerequisites.

**Specialization Requirements**

Students may choose to complete a specialization as part of their baccalaureate degree program. Some programs may require that a specialization be taken in addition to the major coursework. Undergraduate specializations consist of a sequence of five (5) courses in a specific academic discipline. Not all specializations are available for all baccalaureate degree programs, and some courses may require the completion of additional prerequisites.
General Education Requirements
CSU-Global follows the gtPathways general education course requirements as required by the Colorado Commission on Higher Education Performance Contracts and Statewide Transfer Policies. Students residing in states other than Colorado may be required to take additional general education credits to meet their state’s general education requirements.

gtPathways is a set of general education courses that the state guarantees for transfer within public institutions in Colorado. The curriculum consists of 31 semester hours of credit in five content areas. Receiving institutions must apply guaranteed general education courses to a student’s general education or major requirements. Approved courses in gtPathways are not based on course equivalencies but meet content and competency criteria. CSU-Global general education courses have not been reviewed as Guaranteed Transfer (gtPathways) Courses, meaning that they are not in the statewide common core. For more information, visit: http://highered.colorado.gov/Academics/Transfers/gtPathways/.

Course Substitutions/Waivers
Substitutions and/or waivers for courses fulfilling gen ed requirements must be approved by appropriate academic department, Provost, or Registrar.

<table>
<thead>
<tr>
<th>Undergraduate General Education Requirements (31 Credits Total)</th>
<th>CSU-Global Offerings</th>
<th>Accepted Colorado gtPathways</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written Communications (6 credits)</td>
<td>ENG101, ENG102, and COM300</td>
<td>GT-CO1, GT-CO2, GT-CO3</td>
</tr>
<tr>
<td>Mathematics (3 credits)</td>
<td>MTH109 and MTH156</td>
<td>GT-MA1</td>
</tr>
<tr>
<td>Arts &amp; Humanities/History/Social &amp; Behavioral Sciences (12 credits total)</td>
<td>ENG130 and HUM101</td>
<td>GT-AH1, GT-AH2, GT-AH3, GT-AH4</td>
</tr>
<tr>
<td>Social &amp; Behavioral Sciences (3-6 credits)</td>
<td>POL101, SOC101, SOC300, SOC305, SOC310, ECN400, and ECN405</td>
<td>GT-SS1, GT-SS2, GT-SS3</td>
</tr>
<tr>
<td>History (3 credits)</td>
<td>HST201, HST202, and HST300</td>
<td>GT-HI1</td>
</tr>
<tr>
<td>Natural &amp; Physical Sciences (7 credits)</td>
<td>GEO101, BIO121, and BIO201</td>
<td>GT-SC1, GT-SC2</td>
</tr>
</tbody>
</table>

| Course with Required Laboratory (4 credits)                  | BIO121 + BIO121L and GEO101 + GEO101L | GT-SC1                      |
| Lecture Course, No Required Lab (3 credits)                  | GEO101, BIO121, and BIO201           | GT-SC1, GT-SC2              |

General Education Program
The General Education Program at CSU-Global provides undergraduate students with the necessary curriculum for state general education requirements in writing and communications, mathematics, arts and humanities, history, social and behavioral sciences, and natural and physical sciences.

The intent of general education courses is to offer students new learning opportunities and to foster untapped interests in addition to meeting state standards. Coursework offers a robust introduction to a variety of disciplines in order to accentuate the more specific coursework in each student’s degree program.

This program provides a well-rounded, collegiate educational experience that encourages scholarship and research, personalized assessments, and an integrated approach to instruction that draws on several subjects.

Program Learning Outcomes
- Describe and critique the objective and subjective meaning of art and humanistic scholarship within a global context.
- Apply critical reasoning, grounded in the paradigms of the humanities and the sciences, to academic analyses and to decisions made in everyday life.
- Explain and apply the theories, concepts, practices, and symbolic systems of the natural sciences; con-
Academic Policies

Colorado State University-Global Campus
CSUGlobal.edu

Graduate Requirements
Each graduate program at CSU-Global has specific graduation requirements that must be met prior to graduation. Most graduate degree programs consist of eight (8) core courses and a four (4) course specialization, for a total of 12 courses. Degree programs with a concentration consist of six (6) core courses and six (6) courses within the concentration area. Each CSU-Global graduate course is three (3) credits. Students must fulfill the following requirements for a graduate degree:

• Be admitted without condition to a graduate degree program as a degree-seeking student.

• Students must successfully complete a minimum of 36 semester hours of credit with an earned grade point average of 3.00 or better for all CSU-Global hours attempted and included in the GPA computation. Courses numbered below the 500-level cannot be applied toward graduation.

• A maximum of six (6) semester hours of credit with the grade of C+ or C may apply toward graduation. No courses with a grade lower than C may be applied toward program requirements. Students should refer to the policy on repeating courses for academic credit for more information.

• A maximum of nine (9) semester credits of transfer coursework may be applied to the degree.

• Additional majors or specializations will not be awarded or posted to a transcript after a master’s degree has been granted.

• Graduate students are expected to complete their degree within ten (10) years of admission. Courses completed ten (10) or more years before the date of graduation, either at CSU-Global or at some other institution will not be accepted as satisfying graduation requirements without the approval of the Provost or his/her designee.

Major Requirements
A master’s degree candidate must select a program major and successfully complete all requirements prior to receiving a degree. The minimum number of required semester hours of credit for each program major is 30-36 which may include a concentration, specialization, or other degree program option in addition to coursework within the major.

Specialization Requirements
Some graduate level programs may require a specialization as part of their graduate degree program. Specializations consist of a sequence of four courses in a specific academic discipline. Not all specializations are available for all graduate degree programs, and students should refer to their individual degree plan for course requirements.

Learning Outcome Assessments
CSU-Global continually measures and documents student learning of defined target program outcomes and established learning expectations. This process includes the collection of student learning data aligned with programmatic outcomes and an improvement phase which utilizes these results to enhance student learning and the teaching and learning environment. The outcomes assessment process supports continuous improvement efforts and student learning.

Retention of Academic Records
CSU-Global retains student records in compliance with state and federal authorities. All records are securely maintained in an electronic format through the university’s Student Information System (CampusVue).

Admissions/Academic Records. Students who are accepted to the university will have their academic records retained for a minimum of five (5) years from their last date of attendance. Students who are denied admission will
remain on file for a minimum of one (1) year from the date of the admissions decision.

Transcripts. Student transcripts will remain on file for a minimum of 75 years from the date of graduation or withdrawal.

Commencement Records. Students who have been conferred degrees from the university will permanently remain on file along with the degree requirements for their degree.

Financial aid records and other student information is retained in compliance of the associated university policies for these record types.
ALTERNATIVE CREDIT OPTIONS
FOR UNDERGRADUATE STUDENTS

CSU-Global Competency Based Exams (CBEs)
Students have the option of earning course credits for specific content areas through the completion of a proctored exam. All exams are developed by university faculty members and are proctored through an independent organization.

Advanced Placement
Students who have taken the Advanced Placement examination and received scores of 3, 4, or 5 will be granted credit.

International Baccalaureate Diploma Program
Students who successfully complete the IB program and examination(s) are eligible to receive credit. A score of 4 or better on the IB exam(s) will receive between 3-10 credits in most instances.

CLEP, DSST, and StraighterLine
CSU-Global will accept credit eligible College Level Examination Program (CLEP), DANTES Subject Standardized Tests (DSST), and StraighterLine exams. Students must submit an official score report showing they earned scores at or above established benchmarks.

Military Credit
CSU-Global may accept credits for military service that have been evaluated according to American Council on Education (ACE) Guidelines.

Non-Collegiate Credit
Non-collegiate credit other than exam or military service credit, such as non-collegiate courses, corporate trainings, certifications, professional licenses, etc., may be considered for transfer if it has been evaluated according to American Council on Education (ACE) Guidelines or reviewed by National College Credit Recommendation Service (CCRS).

CSU-Global Prior Learning Assessment Program
Through the completion of a Portfolio Project with applicable research and documentation, students may demonstrate how their prior knowledge matches the learning outcomes and course competencies of a particular targeted course at CSU-Global. Up to 30 credits of Prior Learning Assessment may be earned at CSU-Global. Students must complete PLA390, a one (1) credit course billed at their tuition rate, prior to submitting work for credit through the PLA program and additional limitations apply.

Please see the Transfer Policies section of the Academic Catalog for more information or contact an advisor for full details.

Note: Credit will not be accepted for courses that duplicate or significantly overlap each other in content and learning outcomes. Courses which by name, content, or description are developmental, remedial, or preparatory in nature will not be accepted in transfer. This may include courses which have been evaluated by faculty content experts and are found to have learning outcomes that do not match expectations for college level learning.
CSU-Global has the most supportive staff and advisors.
They treat me like a valued student and not just another person attending college.

— Sean Gaffney, B.S. in Project Management Student
STUDENT FINANCIAL SERVICES

Student Financial Services Rights and Responsibilities
As a CSU-Global student, you have the right to:

- Know all the types of financial assistance available to our students, including federal and institutional sources.
- Reduce or decline any financial aid awarded.
- Appeal financial aid eligibility including a financial aid award.
- Be informed about the information that is shared with NSLDS and how that information can be accessed and secured.

As a CSU-Global student, you have the responsibility to:

- Accurately and honestly complete the Free Application for Federal Student Aid (FAFSA).
- Use financial aid solely for expenses related to attendance at CSU-Global.
- Be admitted in a degree-seeking program in order to receive financial aid.
- Maintain at least half-time enrollment per trimester to receive financial aid.
- Keep your address updated with the university.
- Notify your advisor if you are concurrently attending two or more schools (financial aid cannot be received from multiple schools simultaneously).
- Read and understand the Satisfactory Academic Progress Policy, the Withdrawal Policy, and other general policies related to financial aid.
- Officially withdraw from CSU-Global if unable to attend classes.
- Report all scholarships that you receive to Student Financial Services (All scholarships are counted as financial aid and may impact other aid awarded).
- Review published disbursement schedules.
- Pay any balance to CSU-Global not covered by financial aid.
- Monitor your CSU-Global email account for Student Financial Services information.
- View your balance due, financial aid award, and other individual student information via the Student Portal.
- Federal regulations require enrolled students convicted of a drug offense after receiving federal financial aid to notify immediately.
- Complete an exit interview during your final trimester prior to graduation.

Tuition and Fees

Application Fee
CSU-Global has a $25 fee due at the time of application unless waived for promotional reasons. This application fee is non-refundable.

Tuition Rates

Standard Tuition Rates. Tuition is established by the Board of Governors prior to the start of each academic year. Standard tuition rates for the 2014-2015 academic year are $350 per credit for undergraduate students and $500 per credit for graduate students. Please refer to CSUGlobal.edu for more information about tuition charges including a tuition calculator to help estimate educational expenses. CSU-Global provides a Tuition Guarantee that locks in student tuition rates as long as they are continuously enrolled in their degree program.

Military Tuition Rates. CSU-Global offers eligible U.S. Military service members, veterans, and dependants discounted tuition rates. Students must self-identify and submit all required documentation prior to the this discounted rate going into effect. Military rates for the 2014-2015 academic year are $315 per credit hour for undergraduate students and $450 per credit hour for graduate students. To be eligible for the discounted military rate, the student must be able to supply proof that they are one of the following:
• An Active Duty or Reserve/Guard U.S. Military Servicemember
• An Honorably Discharged or Separated Veteran
• A Spouse of Active Duty or Reserve/Guard U.S. Military Servicemember
• A Spouse of Honorably Discharged or Separated Veteran
• A dependant of an Active Duty or Reserve/Guard U.S. Military Servicemember
• A dependant of an Honorably Discharged or Separated Veteran

Students should contact their advisor for more information.

**Affiliate Tuition Rates.** Through CSU-Global’s Learning Solutions Affiliate Program, organizations can receive a 10% tuition reduction for their employees. Students should speak with their company’s HR Office to determine if they are eligible for this rate.

New and current students must self-identify as an affiliate employee in order for the tuition discount to be applied to all future courses at CSU-Global (retroactive adjustments will not be granted). Students will be required to complete a Discounted Tuition Rate Form and may need to submit additional documentation to Student Accounts prior to being approved for this discount.

**Student Payments**

All CSU-Global tuition and fee charges may be paid online through the Student Portal using the following methods:

- MasterCard
- Visa
- Discover
- American Express
- Electronic payment from checking/savings account (CSU-Global accepts debit cards but is not authorized for automatic deductions).

Students may also pay by check, money order, or cash. Check or money order payments by mail must be received by the due date. Make checks and money orders payable to Colorado State University-Global Campus and mail to:

Colorado State University-Global Campus

**Billing Notification**

Students will receive all billing notices through their CSU-Global email account and/or their Student Portal and may also receive paper bills by mail at the address provided by the student. Payment is due by the first day of class in each term unless another payment option has been approved.

If payment or payment arrangements have not been made by the drop period, you may be administratively dropped from your course(s).

**Payment Options**

Students who do not have a valid social security number on file with the university will be required to pay 100% of their term charges by the first day of the term regardless of their preferred payment options.

**Cash Payment**

Unless approved for another financing option prior to the start of the term, students are required to pay 50% of their tuition by the first day of the term and the remaining 50% of their tuition 30 days into the term using one of the accepted payment methods.

**Employer Reimbursement Tuition Deferment**

Students may defer their tuition until the end of the term if they are eligible for a qualified employer tuition reimbursement programs. The Deferred Payment Agreement must be submitted and approved by the first day of class. Full payment is due no later than 30 days after the course is completed. At this time, students are responsible for any unpaid tuition and other charges. Students should contact their advisor for more information.

**Third-Party Billing**

Students may have their tuition and other charges paid for by a third party such as a non-profit organization or other entity. The Deferred Payment Agreement must be submitted and approved along with an approved billing authorization or voucher from the third party payer by the first day of class. The Third Party Sponsor will be billed directly for allowable charges. Full payment is due no later than 30 days after the course is completed. Students are responsible for any unpaid tuition and other charges.

**Military Benefits**

A variety of military benefits are available based on the student’s status. CSU-Global will defer payment until 30 days
after the end of the term for the benefits to process. Charges not covered by military benefits are the responsibility of the student. All military benefits requests must be submitted and approved prior to the start of the term.

Financial Aid
The Federal Financial Aid programs offered at CSU-Global include the Federal Pell Grant, Federal Direct Stafford Loans, and Federal Direct PLUS Loans. Not all students will qualify for all types of Financial Aid available, and your eligibility is determined based on your Free Application for Federal Student Aid (FAFSA). All financial aid packages must be approved and accepted prior to the start of the term. Please see the “Federal Financial Aid” section on page 56 for more information.

Financial Aid Tuition Deferral
Students who begin attendance in a trimester as less than half-time (fewer than 6 credits for undergraduate students or fewer than 3 credits for graduate students) will not qualify for a financial aid disbursement. In order to qualify for a financial aid disbursement during that trimester, they must achieve an enrollment status of half-time attendance or higher. Since funding may not be received until a future term or trimester within their academic year, Financial Aid students may apply to have their tuition deferred until 30 days into the final term of their academic year by completing the Financial Aid Deferment Agreement. All required financial aid documentation and award acceptance must be completed prior to the beginning of each term in which the student wants to apply for the tuition deferral. Students must have enough accepted financial aid to cover estimated charges for the academic year. Students who do not qualify for financial aid disbursements by the payment due date are responsible for any unpaid tuition and other charges.

Good Financial Standing
A student is considered to be in good financial standing with the university if:

- Current term payment has been made or arrangements to pay are on file
- There is no prior term balance
- There is no current financial related hold on their student record
- No outstanding account balance has been referred to a third party collector

Outstanding Account Balances
Students with unpaid tuition 30 days after the start of class may have a registration and/or transcript hold placed on their account unless a deferred payment option (military benefits, tuition reimbursement, or third-party tuition assistance) has been approved. Students with an approved deferred payment option have until 30 days after the end of the term; at which time, a registration and/or transcript hold will be placed on their account. Financial Aid students with an approved Financial Aid Deferment Agreement on file, will have their tuition payment deferred until 30 days into the final term of their academic year.

Students will be offered the option of setting up a payment plan for past due balances for a $25 enrollment fee; however, students will not be allowed to register and/or may be removed from future registrations until the account is paid in full.

Any account not paid within 90 days after the end of a term, or the end of the academic year for financial aid students, will be referred to a collections agency.

Delinquent Student Accounts
Students are subject to any or all of the following actions if they have a delinquent debt to CSU-Global:

- Administratively withdrawn
- Transcripts withheld
- Degree withheld
- Unregistered from current or future course(s)
- No future course registrations allowed
- Turned over to a collection agency

Reasonable collection/legal costs will be added to the amount due. A $10.00 late fee will be charged for payments 15 days past their due date, and a $25.00 fee will be for insufficient funds when payments are electronically processed. A $35.00 fee will be assessed for returned checks. Students who have been referred to an outside collection agency will be required to pay all charges by the first day of the term or may be dropped from their course(s).
Tuition Refund Policy

A course may be dropped on or before the seventh day (census date) of the term without penalty. If the student drops a course on or before the drop date for a term, the amount of tuition paid will be refunded. Tuition will not be refunded if the student withdraws from the course after the drop date for the term. The student will be responsible for unpaid tuition charges and the paid admission application fee will not be refunded. A student who drops prior to the drop date for the term will receive a refund by check or a credit back to their credit/debit card; this refund will be processed within two (2) business days after the last day to receive a refund.

The refund policy may be impacted by state law where a student resides, and CSU-Global will adhere to any state specific laws in the case of refunding tuition. Please see the “State-Specific Authorizations” section on page 22 for more information.

Registration Cancellation

New students starting courses in their first term must contact their Admissions Counselor in order to cancel their course registration; continuing students may cancel registration in courses via the Student Portal. Registration in courses must be cancelled by the drop date for the term or tuition will be assessed for each course in which the student is registered. Registration cancellation dates can be found in the Academic Calendar.

Students who received financial aid are subject to specific federal, state, and CSU-Global withdrawal policies regarding tuition, financial aid, and repayments.

A withdrawal may require an immediate repayment of financial aid funds by the student according to Return of Title IV funds guidelines or other policies in place. Repayments are calculated according to standard financial aid regulations. The date of a student’s withdrawal, financial aid disbursements, CSU-Global charges, and payments by the student or a third party are used to calculate the repayment amount. Students are advised that they may have to repay funds that are in excess of an amount determined to be reasonable for their length of enrollment.

All calculated refunds and repayments will be allocated to financial aid programs first, followed by the remaining amount repaid to the student.

In the case of a student death, a refund of tuition and fees may be made to authorized beneficiaries only within six months.

Application fees are not refundable.

Tuition Appeals

The Student Appeals Committee will consider requests for adjustment to tuition and fee charges when a student can document extenuating circumstances. Situations that are NOT considered extenuating include, but are not limited to: predictable events such as a wedding, vacation, shifts in work assignment, previously scheduled surgery, or other events of which the student is aware and can make appropriate decisions and schedule adjustments prior to the term drop deadline. Appeals must be made no later than thirty (30) days past the end of the eight-week term in question. Students may obtain an appeal form by contacting their advisor and must submit the completed form through the document center of the Student Portal. No adjustment or refunds of tuition and fees will be made to a student who is suspended, dismissed, or expelled for a breach of discipline. Approved tuition appeals post a tuition waiver to the student’s account; no refunds will be issued to the student directly unless withdrawn from the university. Tuition waivers must be added to a student’s financial aid package which could impact current or future award amounts. The amount of the tuition waiver will prorated based on the student’s participation during the term.

Military students, their spouse, or dependents who are considering withdrawing from current coursework due to deployment, should first discuss all options with their faculty and advisor. If it is determined that withdrawal is the best option, students should file a tuition appeal before requesting a refund. Each tuition appeal will be reviewed and a decision made to ensure that students will not be unjustly penalized financially. Please contact StudentAccounts@CSUGlobal.edu with any questions.

Appeal Review Guidelines

When reviewing tuition appeals, the Student Appeal Committee looks for supporting documentation that verifies the reasons for appeal as listed by the student. The Committee requires verification documentation of three (3) key elements:

- Extenuating circumstance
- Dates of that occurrence as they relate to the term in question
• Confirmation that the student could not reasonably have been expected to be able to complete the term

Tuition for each term is due at the beginning of classes; students should adhere to tuition payment deadlines regardless of the status of pending appeals. The expectation of CSU-Global and the Student Appeal Committee is that appeals from students will occur only if tuition balances have been paid.

Federal Financial Aid

Financial aid is a resource for students seeking monetary assistance to help defray the costs of higher education. Eligible students may receive assistance from private entities or from the federal government in the form of grants, loans, and/or scholarship funds. CSU-Global is currently eligible to administer the following Federal student aid programs:

• Federal Pell Grant
• Federal Direct Loans (Subsidized and Unsubsidized)
• Federal Direct Parent PLUS Loans
• Federal Direct Grad PLUS Loans.

Students may obtain more information from their advisor or online at CSUGlobal.edu.

For financial aid purposes, an Academic Year is defined as 32 weeks and 24 credit hours for undergraduate students or 12 credit hours for graduate students. Each academic year is comprised of two (2) trimesters. A student’s academic year begins with the trimester in which the student takes his or her first course, and runs for 32 consecutive weeks. Please see the “Academic Calendar” section on page 32 for more information.

Enrollment Status for Financial Aid Purposes

Students who begin attendance in a trimester as less than half-time will not qualify for a financial aid disbursement. In order to qualify for a financial aid disbursement during that trimester, they must achieve an enrollment status of half-time attendance or higher.

Undergraduate Students:

• Full Time: 12 credit hours per trimester
• Three-Quarter Time: 9-11 credit hours per trimester
• Half Time: 6-8 credit hours per trimester
• Less than Half Time: less than 5 credit hours per trimester

Graduate Students:

• Full-Time: 6 credit hours per trimester
• Three-Quarter Time: 4-5 credit hours per trimester
• Half Time: 3 credit hours per trimester
• Less than Half Time: less than 3 credit hours per trimester

Verification

CSU-Global Financial Aid Office will complete verification on all students that have been selected by CPS for verification that may be eligible for need based funding (undergraduate degree programs). We do however, reserve the ability to select any student that we feel may have submitted incorrect or inaccurate information on the FAFSA application, or if there is conflicting information that must be resolved on the application.

Exclusions from Verification:
The following are situations in which verification will not be completed at CSU-Global Campus, unless there is conflicting data or we choose to complete verification for students on an individual basis.

• "Death of the student
• "Student is not an aid recipient - student has stated that he or she will not use financial aid
• "Applicant is eligible to receive only unsubsidized student financial assistance - graduate level students and some undergraduate students
• "Post Enrollment - student was selected for verification after ceasing to be enrolled at our school and student is not eligible for any late disbursements.

Student Expectations and Deadlines

Students are expected to submit documentation at least 10 days prior to the term in which he or she is applying for aid. Documentation received after this deadline will be reviewed if time permits, however, packaging of aid may be
delayed for that term. Students will be notified by email to check their document center the day that the ISIR was received. All required verification documents will load to the student’s student portal document center in a required status. Students are asked to submit documentation within 5 business days, however, they will have up until 10 days before the start of the term to submit the required documentation and still be eligible for timely packaging. We will not award aid, nor will they receive notice of awards until after verification has been completed.

Required Verification Items & Documentation
The items that will be verified are based on the group the student was assigned to by the Department of Education in the Federal Register notice published on June 13, 2013. CSU-Global Campus has created customized verification worksheet based on dependency status and the assigned verification group using the suggested text from the Department of Education. Please see chart (Figure 1.) below for detailed information regarding the required items to be verified and the required documentation.

Special Situations
"Extensions: Students (spouses or parents) that filed an extension must provide the IRS Form 4868 Application for Automatic Extension of Time to File U.S. Individual Income Tax Return. In addition students must program a copy of the Wage and Income transcripts, and any other income documentation that they will use to file taxes, and a signed statement with the amount of their AGI and U.S. income taxes paid.

"Filers of joint returns who are no longer married: students (or parents) who filed jointly but are no longer married must due to separation, divorce, or a widow must provide W-2 information for the person’s who information is required on the FAFSA.

"Amended Taxes: If a student, spouse, or parent is or was required to file an amended tax return, student must submit the Tax Return Transcript from the IRS along with a signed copy of the 1040x form that was filed to amend the return.

"Victims of Identity Theft: are unable to use the DRT and must call the IRS’s Identity Protection Specialized Unit (IPSU) at 1-800-908-4490. Once the individual has authenticated his/her identity they can ask that the IRS mail an alternate paper tax return transcript called the Transcript Database View (TRDBV)

Conflicting Information
In addition to these five elements, the application information will be reviewed for conflicting information. Below are the data elements that will be reviewed for conflicting information during the verification process.

"Inconsistent filing status on tax return (Married student filed head of household, married student filing as single, etc).

- Need an amended tax form 1040x, or statement from a certified tax preparer explaining why the filing status is accurate

"Amount of household income is less than child support paid for a child outside of the house

- Need statement explaining the discrepancy

"There is zero household income

- "Verification of Nonfiling" form from IRS for student, spouse, and/or parent(s)

- Need statement explaining how the student is supporting self and/or family

Reporting results for verification tracking flags V4 and V5
Beginning with 2014-2015 we will report the results through FAA Access to CPS Online for any student that was selected by CPS with a V4 or V5 tracking flag. This will be done at the beginning of each term for students that attend CSU-Global.

Cost of Attendance
The cost of attendance includes tuition, books, estimated indirect costs (also referred to as living expense allowance) which includes housing, food, and personal expenses, as well as estimated loan fees. Indirect costs (living expense allowance) are based upon the suggested monthly amounts based on the guidance from the Colorado Commission on Higher Education (CCHE). CSU-Global chose to reduce the amount of housing to 50% of the cost suggested by the CCHE since it is a fully online campus that does not require students to make changes to their current living arrangements in order to attend courses.

Students who are enrolled less than half-time have a separate cost of attendance, which do not include a room and board allowance. Further, students who are living on a mili-
Students where a member of the household (student, spouse, or parent) is receiving BAH during the academic year. Incarcerated students will only have tuition, books, and fees included in their budgets. Original budgets and packaging is based on the assumption that students attend all terms or all eight (8) months of the academic year.

Cancellation of Federal Financial Aid

Students will receive a notification within 30 days of direct loan disbursements posting to their student account, and have up to 14 days from the date of the notification to cancel any funds. Further, students may request cancellation of funds at any time during their academic year. Requested refunds and cancellation of funds disbursed cannot be processed after 120 days from the date of the disbursement.

Federal Financial Aid Counseling

Federal Direct Loan Entrance Counseling
All students using Direct Stafford Loans at CSU-Global will be required to complete the online entrance counseling through www.studentloans.gov.

Federal Direct Loan Exit Counseling
Any student that withdraws, graduates, or drops below half-time will receive an email asking the student to complete the online exit counseling through www.studentloans.gov. In addition students will receive the Direct Loan Exit Counseling Guide to both their school address as well as their personal address on file to ensure that they receive the Exit Counseling materials.

Federal Direct Loan Awareness Counseling
Students that are placed on SAP warning or those who are getting close to their aggregate loan limits during their program are asked to complete the Financial Aid Awareness Counseling through www.studentloans.gov prior to additional loans being processed. This ensures that students have a clear understanding of their total indebtedness and ability to complete their program.

Federal Direct Loan Repayment
After you graduate, withdraw, or drop below half-time enrollment status, you will have six months before you begin monthly repayments. This is your grace period. During the grace period for all Direct Loans (subsidized and unsubsidized) disbursed after July 1, 2012, interest will accrue.

The Direct Loan Program offers you a choice of repayment plans. You have the option to change the repayment plan.

- The Standard Repayment Plan requires a fixed payment each month of no less than $50 for up to ten years. The length of the repayment plan and the monthly amount will depend on how much you have borrowed.
- The Extended Repayment Plan allows students with high loan amounts to repay federal loans over 12-30 years.
- The Graduated Repayment Plan allows your monthly repayment to be artificially low at first but increasing at least every two year. The repayment length will range from 12-30 years.
- The Income Based Repayment Plan creates an affordable monthly payment based on income and family size. Loan principal is forgiven after 25 years of repayment.
- The Income Contingent Repayment Plan bases your monthly payment on income, family size, interest rate, and loan amount. Loan principal is forgiven after 25 years of repayment.

Failure to repay a loan according to the terms agreed to when you signed the promissory note will result in a status called default. In many cases, default can be avoided by submitting a request for deferment, forbearance or cancellation and by providing the required documentation before you reach the point of default.

The consequences of default are severe. Action may be taken to recover the money, including notifying national credit bureaus of your default. This may affect your credit rating for up to seven years. The Internal Revenue Service (IRS) might withhold any U.S. individual income tax refund and apply it to the amount that is owed. Additionally, the agency holding your loan may ask your employer to deduct payments from your paycheck. If you decide to return to school with an active default on your account, you will not be eligible for any additional Federal student aid until your loan has been repaid or satisfactory payment arrangements have been made.
For more information regarding repayment please visit https://studentaid.ed.gov/repay-loans/understand/plans/

Federal Financial Aid Eligibility Requirements
To be eligible for federal financial aid, students must meet all of the following requirements:

- Be a citizen of the United States or an eligible non-citizen.
- Be registered for the selective service, if required to do so.
- Have a high school diploma or GED.
- Be enrolled as a degree-seeking student.
- Students cannot be in default on prior student loans, have borrowed in excess of the loan limits under the Title IV programs at any institution, or owe an overpayment on any Title IV loan or grant programs.
- Maintain good academic standing in your program and make satisfactory progress toward the degree sought (see Satisfactory Academic Progress Policy for more information).
- To qualify for Federal Direct loans, students must be enrolled at least half-time at the time of disbursement; undergraduates students must attend at least 6 credits and graduate students must attend at least 3 credits.

Federal Financial Aid Application Steps
1. To be considered for financial aid, students must be accepted for admission in a degree program.
2. Complete the Free Application for Federal Student Aid (FAFSA) every year. Students may apply online at http://www.fafsa.ed.gov.
3. When prompted, the CSU-Global school code for the FAFSA is 042087.
4. Once the FAFSA has been processed, students will receive a Federal Student Aid Report from the U.S. Department of Education, which will be submitted electronically to all the schools listed on the FAFSA.
5. Students whose data has been selected for verification will be required to submit documentation based on the items selected by the Department of Education. All required documentation will be available in the document center of the Student Portal. The deadline to submit verification documentation is 10 days prior to the start of the trimester in which the student wishes to receive financial aid. Students that submit documentation after this deadline may not be eligible for disbursement until the following trimester or, at minimum, disbursements may be delayed for the current trimester.
6. Once all required information is received, eligible students receive a financial aid award offer. Reasons students may not receive financial aid include:
   - Not enrolled in a degree-seeking program;
   - On SAP probation;
   - In default on a federal student loan;
   - Owe money on a federal student grant and have not made satisfactory arrangements to repay it;
   - Ineligible non-citizen or not a permanent resident of the United States; or
   - Convicted of a drug charge that affects eligibility (contact an advisor).
7. Students who wish to borrow federal student loans must complete Entrance Counseling and the Direct Loan Master Promissory Note through https://studentloans.gov before loans will be approved.
8. Students in a SAP Warning or SAP Probation status are required to complete Financial Awareness Counseling through https://studentloans.gov.

Financial Aid Withdraw and Refund Policy
Students who unregister for classes during the drop period within each term will receive a 100% tuition refund for that term, and will not qualify for a financial aid disbursement. Students who withdraw after the drop period for each term will incur tuition charges, regardless of eligibility for financial aid funds (Military students and their families who are residents of Iowa should contact Student Accounts regarding refunds and compliance with Iowa Code Section 261.9(1)g).

Students who are Title IV funds recipients are considered to be withdrawn for financial aid purposes and are subject to
the Federal Return of Title IV funds calculation if one of the following conditions applies:

- The student withdraws from all courses during a term and does not submit in writing his or her intent to attend a future term within the trimester.
- The student receives only grades of W or F for all courses during their academic year.
- The student officially withdraws from the university.

The Return of Title IV funds calculation determines the amount of aid the student earned based on the percentage of time the student participated in coursework during the trimester. If it is determined that the student has not earned the full amount of the financial aid that was disbursed, CSU-Global will return the unearned portion of funds to the U.S. Department of Education. This may create a balance of unpaid charges with the university for which the student is responsible.

**Treatment of Title IV Aid When a Student Withdraws**

The law specifies how CSU-Global must determine the amount of Title IV program assistance students earn if they withdraw from school. The Title IV programs offered by CSU-Global that are covered by this law are: Federal Pell Grants, Iraq and Afghanistan Service Grants, Stafford Loans, and PLUS Loans.

The Return to Title IV calculation is based on the date the school determined the student to have withdrawn.

**Official Withdrawals.** Students who withdraw for the term or trimester are considered “official” withdrawals for financial aid purposes, and the withdrawal date for the calculation will be the date that the school was notified of the student’s intent to withdraw or the date the student withdrew themselves from all courses within the term or trimester. The calculation for official withdrawals is based on the percentage of time attended in the payment period prior to the date of withdrawal. For students who officially withdraw, and receive grades of W for all courses within a term or trimester, the amount of assistance earned is determined on a pro rata basis using the date of withdrawal. For example, if a student completed 30% of the trimester, they earn 30% of the assistance originally scheduled to receive. Once more than 60% of the trimester is completed, the student earns all the assistance scheduled to receive for that period.

**Unofficial Withdrawals.** Students who earn all grades of W or F for a term or a trimester are considered to have “unofficially” withdrawn. The last date of academically related activity is used to determine the percentage of aid earned during a term or trimester for all unofficial and retroactive withdrawal. If a student (or school or parent on the student’s behalf) received less assistance than the amount earned, the student may be able to receive those additional funds. If more assistance was received than earned, the excess funds must be returned by the school and/or the student.

If the student did not receive all of the funds earned, they may be due a post-withdrawal disbursement. If a post-withdrawal disbursement includes loan funds, the student must give permission before the funds can be disbursed. The student may choose to decline some or all of the loan funds so that additional debt is not incurred. Students will receive a letter providing the amount of loan funding they qualify for and must return the signed form within 14 days from the date of the letter in order to receive the post-withdrawal disbursement of loan funds. If a student qualifies for a post-withdrawal disbursement of grant funds, CSU-Global will automatically apply these funds toward tuition and fees; student permission is required to use the post-withdrawal grant disbursement for all other school charges. If the student does not provide permission, the funds will not be processed. It may be in the student’s best interest to allow CSU-Global to keep the funds and reduce their debt to the school.

Some Title IV funds scheduled for disbursement may not be disbursed once the student withdraws because of other eligibility requirements. For example, if a student is a first time, first-year undergraduate student and has not completed the first 30 days of their program before withdrawal, the student will not receive any Direct Loan funds that would have normally been received if enrolled past the 30th day.

If a student (or school or parent on the student’s behalf) receives excess Title IV program funds that must be returned, the school must return a portion of the excess equal to the lesser of:

- the institutional charges multiplied by the unearned percentage of your funds
- the entire amount of excess funds
The school must return this amount even if it didn’t keep this amount of Title IV program funds. Funds that are returned to the federal government are used to reimburse the individual federal programs from which a student has received the aid. Financial aid returned (by CSU-Global and/or the student or parent) must be allocated, in the following order, up to the net amount disbursed from each source:

- Federal Unsubsidized Direct Loan
- Federal Subsidized Direct Loan
- Federal Direct PLUS (Parent) Loan or Grad PLUS Loan
- Federal Pell Grant
- Other Federal Loan or Grant Assistance

If CSU-Global is not required to return all of the excess funds, the student must return the remaining portion. Returned loan funds from the student (or parent for a PLUS Loan) must be repaid in accordance with the terms of the promissory note with scheduled payments to the holder of the loan over a period of time.

Any amount of unearned grant funds that the student must return is called an overpayment. The maximum amount of a grant overpayment that must be repaid is half of the grant funds the student received or was scheduled to receive. Students do not have to repay a grant overpayment if the original amount of the overpayment is $50 or less. Students are responsible to make arrangements with CSU-Global or the Department of Education to return the unearned grant funds.

The requirements for Title IV program funds when a student withdraws are separate from any refund policy of the school. Therefore, the student may still owe funds to CSU-Global to cover unpaid institutional charges and may also be charged by CSU-Global for any Title IV program funds that the school was required to return.

Students who have questions about Title IV program funds should call the Federal Student Aid Information Center at 1-800-4-FEDAIL (1-800-433-3243). Text Telephone (TTY) users may call 1-800-730-8913. Information is also available on Student Aid at www.studentaid.ed.gov.

Professional Judgments

Students that have unusual circumstances that may affect their financial aid eligibility may apply for a professional judgment. A professional judgment allows the Financial Aid Office to review the student’s circumstances and determine if an adjustment to their financial aid package can be made. Students should contact their advisor if they have unusual circumstances in order to apply for a professional judgment.

Federal Financial Aid Disbursements

Financial aid awards are scheduled each term within the trimester to coincide with financial charges. Disbursement amounts and dates are subject to change based on changes to a student’s enrollment status, credit load, and/or cost of attendance. Disbursements will not occur until after the census date each term. A student will not receive a disbursement during any term of the trimester unless they are attending that term.

Students admitted under conditional or provisional admission status without all official transcripts cannot receive financial aid disbursements until all official transcripts have been processed. Conditional Admit students must be fully admitted into the program before they will become eligible for a financial aid disbursement. Students will be responsible for all tuition charges for any term(s) in which they are not eligible to receive financial aid.

In order for a student to be eligible for a term disbursement of Federal Direct and Federal Direct PLUS loans, the student must have a valid ISIR on file; have completed a Master Promissory Note and Entrance Counseling; be attending at least half-time for the trimester (determined for each term based on all courses completed within that period as long as the student received a grade other than W or F); and be attending at least one course during the term of disbursement. If a student decides to take a term off, the aid scheduled will be canceled.

In order for a student to qualify for a Federal Pell Grant disbursement, the student must have a valid ISIR on file, have submitted all required verification or clearance documents, and meet the enrollment status based on courses attended each term.

Credit Balance

In the event that financial aid exceeds all the expenses for a term, a credit balance is created in the amount due back to the student. Credit balances are released within 14 days of the credit appearing on the student’s account. CSU-Global
uses a third-party service to process all credit balance requests that requires students to select their refund preference online using an activation card they receive in the mail. Students who do not select a preference automatically receive a paper check in the mail 21 days after the refund was processed through the third-party service. It is the student’s responsibility to ensure that their mailing address on file is accurate.

**Book Allowance Vouchers**
Students who are eligible to receive Federal Pell Grant, who have submitted all required documentation, and are registered ten days prior to the start of each term will be eligible to receive a Book Allowance Voucher to assist with financial costs of course textbooks. The book allowance voucher program allows students to charge the cost of their books to their student account so that the costs can be covered by their financial aid when it disburse. Pell-eligible students must obtain their books by day seven (7) of the term and follow all instructions to participate in the Book Allowance Voucher program. Students who qualify for the Federal Pell Grant will automatically receive the Book Allowance Voucher each term they are registered. Non-Pell eligible students may request a book voucher by completing the Financial Aid Authorization form, and must comply with all process requirements and deadlines if approved. Issuance of a Book Allowance Voucher does not guarantee financial aid funds will cover the cost of the books. Students are responsible for all book costs charged to their accounts.

**Authorization for Use of Title IV Funds**
Recipients of Title IV Federal Student Aid have options regarding how their funds are applied to their Student Account by CSU-Global, including but not limited to authorizing funds be utilized for fees associated with CBE and PLA alternative credit options and book vouchers for Non-Pell eligible students. Students must complete the Financial Aid Authorization form to authorize the university to apply these additional Title IV funds to their account. Students may request to rescind or grant these authorizations at any time by submitting a new authorization form or other written notification. For compliance purposes, CSU-Global must assume any blank response or failure to submit the form implies that authorization has not been granted. Authorizations or changes become effective on the date the written notification is received and cannot be applied retroactively.

**Satisfactory Academic Progress Impact on Financial Aid**
Federal and state regulations require that all students receiving Title IV federal financial aid at the university meet standards for satisfactory academic progress to maintain eligibility for their financial assistance. Satisfactory Academic Progress (SAP) applies to all students and denotes successful completion of coursework towards a degree in each trimester. Students who fail to achieve minimum standards for grade point average and/or course completion rate (CR) in a Maximum Time Frame (MTF) will face loss of eligibility Title IV federal financial aid. The following table outlines Title IV fund eligibility based on a student’s academic status:

<table>
<thead>
<tr>
<th>Sap Status</th>
<th>Eligibility for Title IV Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Academic Standing</td>
<td>Yes</td>
</tr>
<tr>
<td>Academic Issues Hold</td>
<td>Yes</td>
</tr>
<tr>
<td>SAP Warning</td>
<td>Yes</td>
</tr>
<tr>
<td>SAP Probation</td>
<td>No</td>
</tr>
<tr>
<td>SAP Academic Suspension</td>
<td>No</td>
</tr>
</tbody>
</table>

1Financial aid students in Academic Probation status ARE NOT eligible for Title IV funds unless a student appeal as been approved by the institution. The university will only approve a financial aid appeal if it determines that the student should be able to meet the minimum standards for Satisfactory Academic Progress during the next trimester or if the student is placed on an academic plan developed by the institution.

**SAP Requirements**
Students must meet the following minimum qualitative and quantitative standards of SAP in order to be eligible for Financial Aid.

**Qualitative - Cumulative Grade Point Average (GPA):**
- Undergraduate students must maintain a cumulative GPA of 2.00.
- Graduate students must maintain a cumulative GPA of 3.00.

**Quantitative - Completion Rate (CR) & Maximum Time-frame (MTF):**
• Completion Rate (CR): A student enrolled at the university must satisfactorily complete a minimum of 67% of the credit hours attempted. Satisfactory completion is defined as receiving a passing grade of “D” or better for courses attempted. Any transfer credits accepted by the university will count as attempted and earned courses in this calculation. Courses dropped within the drop/add period will not count against the completion rate percentage.

• Maximum Time-frame (MTF): Students at the University may earn a maximum number of credit hours while pursuing a degree. Students will be allowed to earn a maximum of 150% of the number of hours required by the degree-granting program. Maximum credit hour limits for each type of degree-granting program are as follows:
  • 1st Bachelor’s Degree: 180 semester hours
  • 2nd Bachelor’s Degree: 45 semester hours
  • Graduate Programs: 54 semester hours

Guidelines
• All CSU-Global credit hours attempted and earned are counted in the evaluation of SAP.

• All transferable credits are counted as credit earned and will count towards MTF and CR but not in the cumulative GPA calculation.

• Incomplete grades in courses will count as credits attempted but not earned until the final grade has been posted, at which point SAP will be re-calculated for MTF, CR, and cumulative GPA with the final grade.

• All repeated courses count as credits attempted but not earned and count toward MTF and CR. Repeated courses do not count toward cumulative GPA except for the final grade received on the last repeat of a course.

• Course withdrawals (grades of W) count as credits attempted but not earned, and counts towards MTF and CR but not toward cumulative GPA.

• For students who change degree programs, all credits attempted and earned, regardless of program, count in MTF, CR, and cumulative GPA. Students on SAP Probation are ineligible to transfer to another program until SAP has been met or an appeal has been approved.

Failure to Meet SAP Requirements for Financial Aid
Satisfactory Academic Progress requirements are reviewed on a trimester basis, regardless of the number of credit hours attempted during the trimester.

Students who do not meet the SAP minimum requirements will be placed on a financial aid warning status for the following trimester in which they attempt credits. If at the end of the warning trimester the student still has not met the minimum SAP requirements, the student is no longer eligible for financial aid and their SAP status will be updated to SAP FA Termination. A student may appeal a SAP FA Termination status in order to regain eligibility for one additional trimester (or the length of the academic plan).

Appeal Process
In order to appeal, the student must (1) submit an appeal of the termination, stating the reasons for the appeal, and (2) be able to reasonably meet SAP within the following trimester. If the student cannot meet SAP in one trimester, he or she may be eligible to have two trimesters with an appeal and a specific, approved academic plan on file.

• Students who are approved for a Financial Aid SAP appeal will be moved to a SAP FA Probation status and will be eligible to receive financial aid during the following trimester and/or the length of their academic plan as long as they meet all of the terms and conditions.

• If a student is unable to successfully appeal, or fails to meet the obligations of an approved appeal, the student will not qualify for financial aid until they have met all of the SAP standards.

• Students who have been suspended and are eligible to re-enter under a SAP Probation II status will not qualify for financial aid until they have met all of the required SAP standards.

Deferment Requests/NSLDS Reporting
Students who have loans from prior schools may choose to complete the In-School Deferment Form (obtained from their lender) and submit it to their advisor. An in-school deferment request will not be certified until the student is enrolled at least half-time for the trimester.

Enrollment statuses are reported to NSLDS every 30 days. Students who are not attending courses during a trimester
are reported as less than half-time for that trimester. Enrollment status reporting through NSLDS can affect eligibility for in-school deferments and grace periods on federal Direct loans.

All Title IV student loan and grant information is reported to the National Student Loan Data System. Students have access to review their information by visiting www.nslds.ed.gov. This system can be accessed by guaranty agencies, eligible lenders, and eligible institutions of higher education for legitimate program operations, such as the need to verify the eligibility of a student or potential student, or parent for loans. The system does prohibit non-governmental researchers and policy analysts from accessing personally identifiable information. For more information about the information that is collected, how it is used, and how it is protected, visit https://www.nslds.ed.gov/nslds_SA/SaFaqDetail.do?faqpage=faq7

Retention of Financial Aid Records
CSU-Global retains student records in compliance with state and federal authorities. All records are securely maintained in an electronic format through the university’s Student Information System (CampusVue).

CSU-Global retains the following types of student financial aid records for at least the minimum duration listed:

- Pell and TEACH Grants, Campus-Based Programs: Three (3) years from the end of the award year for which the aid was awarded.
- Fiscal Operations Report (FISAP) and supporting records: Three (3) years from the end of the award year in which the report was submitted.
- Records related to borrower’s eligibility and participation: Three (3) years from the end of the award year in which the student last attended.
- All other records, including any other reports or forms: Three (3) years from the end of the award year in which the report was submitted.

Academic records and other student information is retained in compliance of the associated university policies for these record types. Please see the “Retention of Academic Records” section on page 50 for more information.

Military and Veteran Educational Benefits
Active military students, including spouses and dependents, and veterans may be eligible for special tuition rates and other education benefits in accordance with Public Laws. Veterans, military personnel, and their families must follow the admission requirements and procedures in addition to applying for these benefits. Students seeking additional information should email Advising@CSUGlobal.edu. You may also find more information on our website at http://CSUGlobal.edu/military/military-FAQ.

Certification and Billing of Military Benefits
VA Benefits will be certified 10 days prior to the start of each term for students that are registered at that time. Any student that registers after that date will have benefits certified the Wednesday in week 2 of each term. Receiving a grade of F or W may impact military benefits eligibility and result in a debt for which the student is fully responsible.

Tuition Assistance Processing
Tuition Assistance authorizations are processed after add/drop date each term for all branches of the military with the exception of the Army. Army tuition assistance is billed once a quarter and will include all unbilled term charges up through the date of billing.

Private and Alternative Loan Programs
Students may apply for private or alternative loan programs through their preferred lenders. Private loans will not be certified for more than the student’s cost of attendance minus other financial resources that the student is receiving. Further, students are subject to the criteria as determined by the individual lender.

It is recommended for students to apply for federal aid before applying for private or alternative loans to ensure that he/she can be informed on all available educational financing options. Other restrictions or requirements may apply in order for a private or alternative loan to be disbursed. Students should contact their advisor for more information regarding the requirements to obtain a private educational loan.
CSU-Global has been a wonderful place to continue my education. The instructors, staff, and student body all bring something special to our educational needs.

— Scott Guerrero, B.S. in Organizational Leadership Student
UNIVERSITY POLICIES

Commitment to Diversity
CSU-Global is committed to, and has a fundamental responsibility to, provide equal educational opportunities to all individuals with the courage, desire, and dedication to pursue an education and fulfill their aspirations and dreams in a democratic and pluralistic society. CSU-Global strives to educate future leaders who will represent diverse perspectives as well as broad ethnic and cultural experiences.

Equal Employment Opportunity
Colorado State University System is an equal opportunity/affirmative action employer and complies with all Federal and Colorado State laws, regulations, and executive orders regarding affirmative action requirements. In order to assist CSU System in meeting its affirmative action responsibilities, ethnic minorities, women, and other protected class members are encouraged to apply and identify themselves.

Nondiscrimination Policy
CSU-Global does not discriminate on the basis of race, age, color, religion, national origin, gender, disability, sexual orientation, veteran status, or disability. CSU-Global complies with the Civil Rights Act of 1964, related Executive Orders 11246 and 11375, Title IX of the Education Amendments Act of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973, Section 402 of the Vietnam Era Veteran’s Readjustment Act of 1974, the Age Discrimination in Employment Act of 1967, as amended, Americans with Disabilities Act of 1990, the Civil Rights Act of 1991, and all civil rights laws of the state of Colorado. Accordingly, equal opportunity for admission shall be extended to all persons, and CSU-Global shall promote equal opportunity and treatment through a positive and continuing affirmative action program. In order to assist CSU-Global in meeting its affirmative action responsibilities, ethnic minorities, women, and other protected class members are encouraged to apply and identify themselves.

Admission of students and availability and access to CSU-Global programs and activities are made in accordance with policies of nondiscrimination.

Any CSU-Global student who encounters acts of discrimination because of age, race, religion, color, gender, sexual orientation, national origin, veteran status, or disability either on or off campus is urged to report such incident to the Office of Student Success. Any person who wishes to discuss a possible discriminatory act without filling out a complaint form is welcome to do so.

Any of the above discriminatory acts can also be the subject of complaints to the Department of Education, Office for Civil Rights, as well as to the Office of Federal Contract Compliance Programs, Equal Employment Opportunity Commission, and the Colorado Civil Rights Division.

Freedom of Expression and Inquiry
The faculty of CSU-Global considers freedom of discussion, inquiry, and expression to be consonant with the history and traditions of our country and a cornerstone of education in a free society. CSU-Global is committed not just to valuing and respecting diversity but also to respecting diverse viewpoints.

CSU-Global community members are encouraged to engage in discussions, to exchange ideas and opinions, and to speak, write, and publish freely in accordance with the guarantees and limitations of our state and national constitutions. Students who believe their rights have been violated should contact the Office of Student Success by email at Student.Success@CSUGlobal.edu.

Faculty and students have not only a right, but also a responsibility, to examine critically the insights, understandings, values, issues, and concerns that have evolved in the various areas of human activity. In exercising their rights, faculty and students should understand that their actions may reflect on CSU-Global. Hence, they should at all times strive to be honest and accurate, exercise appropriate restraint, and show appropriate respect for the opinions of others.

Freedom from Personal Abuse
CSU-Global acknowledges the right of all people to freedom from personal abuse. Abusive treatment of individuals on a personal or stereotyped basis prevents the attainment of the campus goal to create and maintain an environment which supports, nurtures, and encourages people to excel in teaching, learning, and creativity. CSU-Global deplores, condemns, and will act energetically to prevent all forms of personal abuse including sexual harassment.

Sexual Harassment Policy
CSU-Global does not tolerate sexual harassment among students, employees, or other members of its community.
Sexual harassment is prohibited in the employment context by Title VII of the 1964 Civil Rights Act and in the education context by Title IX of the Educational Amendments of 1972.

Sexual harassment occurs when unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature appear in any of the following contexts: (1) submission by an individual is made either an explicit or implicit term or condition of academic standing or of employment; (2) submission to or rejection of such conduct is used as the basis for academic or employment decisions affecting the individual; or (3) such conduct has the purpose or effect of unreasonably interfering with a person’s academic performance or work, or creating an intimidating, hostile, or offensive academic or work environment.

Generally, a single sexual joke, offensive epithet, or request for a date does not constitute sexual harassment; however, being subjected to such jokes, epithets, or requests repeatedly may constitute hostile environment sexual harassment. In determining whether the alleged sexual harassing conduct warrants corrective action, all relevant circumstances, including the context in which the conduct occurred, will be considered. Facts will be judged on the basis of what is reasonable to persons of ordinary sensitivity and not on the particular sensitivity or reaction of an individual.

In cases of alleged sexual harassment, the protections of the First Amendment must be considered if issues of speech or artistic expression are involved. Free speech rights apply in the classroom and in all other education programs and activities of public institutions, and First Amendment rights apply to the speech of students and teachers. Great care must be taken not to inhibit open discussion, academic debate, and expression of personal opinion, particularly in the classroom. Nevertheless, speech or conduct of a sexual or hostile nature that occurs in the context of educational instruction may exceed the protections of academic freedom and constitute prohibited sexual harassment if it meets the definition of sexual harassment and (1) is reasonably regarded as nonprofessional speech, or (2) lacks accepted pedagogical purpose or is not germane to the academic subject matter.

CSU-Global can respond to sexual harassment only if it is aware of its existence. Any student who believes that she or he has experienced sexual harassment or reprisal shall contact the Office of Student Success. All such communications will be kept confidential to the full extent permitted by law. CSU-Global faculty and staff must comply with the Sexual Harassment policies in the Employee Handbook.

**Sexual Abuse Resources**

Students who would like educational resources and information or counseling and advocacy resources regarding sexual abuse are encouraged to connect with RAINN (Rape, Abuse & Incest National Network), CCASA (Colorado Coalition Against Sexual Assault), or similar resources in their location.

**Americans with Disabilities Act (ADA)**

According to the Rehabilitation Act of 1973, Section 504 states, “no otherwise qualified individual in the United States shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” In accordance with the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA), all colleges and universities comply with the laws, regulations, and guidelines that are mandated in the United States.

**Services for Students with Disabilities**

Students that have been admitted to the CSU-Global Campus may request reasonable academic accommodations under the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973 in accordance with the institution’s policies by following the process below:

1. Self-identify to the Disability Resource Coordinator as a student with a disability by calling 720-279-0650 or emailing ADA@CSUGlobal.edu.

2. Students will work with the Disability Resource Coordinator to complete and submit the following:
   - Documentation of disability(ies)
   - Request for Academic Accommodations form
   - Informed Consent form

3. Students should request a phone appointment with the Disability Resource Coordinator within 5-10 business days following the submission of the required documentation. Students must request reasonable academic accommodations each term.
4. Instructors are notified of the agreed upon reasonable academic accommodations.

Students may request an appointment at any time or email the Disability Resource Coordinator to discuss the process, documentation guidelines, or any concerns the student may have during the application process. Forms (Disability documentation, Request for Academic Accommodations, and Informed Consent) may be submitted by the following means:

By Mail:
CSU-Global Disability Resource Coordinator
7800 East Orchard Road, Suite 200
Greenwood Village, Colorado 80111
By Fax: 720-249-0822
By Phone: 720-279-0650
By Email: ADA@CSUGlobal.edu

ADA Student Rights and Responsibilities
In addition to providing notification and documenting the need for accommodation(s), students with disabilities also have the following rights and responsibilities:

Rights
• to an equal opportunity to participate in and benefit from courses, programs, services, or activities;
• to an equal opportunity to work and to learn, to receive reasonable accommodations, academic adjustments, and/or auxiliary aids and services;
• to the assurance that all disability-related records will be confidential and maintained separately from college/university records.

Responsibilities
• to meet qualifications and maintain essential institutional standards for courses, programs, services, or activities;
• to initiate all requests for accommodations and services;
• to give institutions advance notice of needed accommodation(s).

Grievance Procedure for Disability Services
The grievance procedure is intended to find efficient resolution of student issues and provide the opportunity to resolve issues at each level of the reporting structure. It is not intended to be adversarial or punitive. There are two types of grievances which affect students with disabilities: (1) Services for Students with Disabilities Office Grievance Procedure; and (2) Instructional Grievance Procedure. Students may direct any questions, concerns, or issues to the Provost or his/her designee.

Family Educational Rights and Privacy Act
The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records. Colorado State University-Global Campus practices in regard to student record keeping and access are based on the provisions of FERPA. The Family Educational Rights and Privacy Act (FERPA) afford eligible students certain rights with respect to their education records. These rights include:

• The right to inspect and review the student’s education records within 45 days after the day the university receives a request for access. A student should submit a written request to the registrar that identifies the record(s) the student wishes to inspect. The Registrar will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the school official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

• The right to request the amendment of the student’s education records that the student believes is inaccurate, misleading, or otherwise in violation of the student’s privacy rights under FERPA.

A student who wishes to ask the school to amend a record should write the Registrar or school official responsible for the record, clearly identify the part of the record the student wants changed, and specify why it should be changed.

If the school decides not to amend the record as requested, CSU-Global will notify the student in writing of the decision and the student’s right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be
university policies

Colorado State University-Global Campus
CSUGlobal.edu

provided to the student when notified of the right to a hearing.

• The right to provide written consent before the university discloses personally identifiable information (PII) from the student’s education records, except to the extent that FERPA authorizes disclosure without consent.

CSU-Global discloses education records without a student’s prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by Colorado State University-Global Campus in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff); a person serving on the board of trustees; or a student serving on an official committee, such as a disciplinary or grievance committee. A school official also may include a volunteer or contractor outside of Colorado State University-Global Campus who performs an institutional service of function for which the school would otherwise use its own employees and who is under the direct control of the school with respect to the use and maintenance of PII from education records, such as an attorney, auditor, collection agent, or student volunteering to assist another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for CSU-Global.

• The right to file a complaint with the U.S. Department of Education concerning alleged failures by Colorado State University-Global Campus to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202

Schools may disclose, without consent, directory information (designated below), collectively or individually. A student may request that the student’s directory information not be released without prior written consent by submitting a “Request to Withhold/Release Directory Information” form by the end of the second week of classes. The following is considered directory information:

• Student Name
• Address(es)
• Telephone Number(s)
• Date and Place of Birth
• Major Field of Study
• Dates of Attendance
• Degrees Granted and Dates Conferred
• Awards Received
• Enrollment Status (full or part time)
• Institution Attended or Most Recent Educational Agency

FERPA permits the disclosure of PII from students’ education records, without consent of the student, if the disclosure meets certain conditions found in §99.31 of the FERPA regulations. Except for disclosures to school officials, disclosures related to some judicial orders or lawfully issued subpoenas, disclosures of directory information, and disclosures to the student, §99.32 of FERPA regulations requires the institution to record the disclosure. Eligible students have a right to inspect and review the record of disclosures. A postsecondary institution may disclose PII from the education records without obtaining prior written consent of the student if it is:

• To other school officials, including teachers, within CSU-Global whom the school has determined to have legitimate educational interests. This includes contractors, consultants, volunteers, or other parties to whom the school has outsourced institutional services or functions, provided that the conditions listed in §99.31(a)(1)(i)(B)(1) - (a)(1)(i)(B)(2) are met. (§99.31(a)(1))

• To officials of another school where the student seeks or intends to enroll, or where the student is already enrolled if the disclosure is for purposes related to the student’s enrollment or transfer, subject to the requirements of §99.34. (§99.31(a)(2))

• To authorized representatives of the U. S. Comptroller General, the U. S. Attorney General, the U.S. Secretary
of Education, or State and local educational authorities, such as a State postsecondary authority that is responsible for supervising the university’s State-supported education programs. Disclosures under this provision may be made, subject to the requirements of §99.35, in connection with an audit or evaluation of Federal- or State-supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs. These entities may make further disclosures of PII to outside entities that are designated by them as their authorized representatives to conduct any audit, evaluation, or enforcement or compliance activity on their behalf. (§§99.31(a)(3) and 99.35)

- In connection with financial aid for which the student has applied or which the student has received, if the information is necessary to determine eligibility for the aid, determine the amount of the aid, determine the conditions of the aid, or enforce the terms and conditions of the aid. (§99.31(a)(4))

- To organizations conducting studies for, or on behalf of, CSU-Global in order to: (a) develop, validate, or administer predictive tests; (b) administer student aid programs; or (c) improve instruction. (§99.31(a)(6))

- To accrediting organizations to carry out their accrediting functions. (§§99.31(a)(7))

- To parents of an eligible student if the student is a dependent for IRS tax purposes. (§99.31(a)(8))

- To comply with a judicial order or lawfully issued subpoena. (§99.31(a)(9))

- To appropriate officials in connection with a health or safety emergency, subject to §99.36. (§99.31(a)(10))

- Information the school has designated as “directory information” under §99.37. (§99.31(a)(11))

- To a victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense, subject to the requirements of §99.39. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding. (§99.31(a)(13))

- To the general public, the final results of a disciplinary proceeding, subject to the requirements of §99.39, if the school determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of the school’s rules or policies with respect to the alleged made against him or her. (§99.31(a)(14))

- To parents of a student regarding the student’s violation of any Federal, State, or local law, or of any rule or policy of CSU-Global, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of 21. (§99.31(a)(15))

Possible Federal and State Data Collection and Use
As of January 3, 2012, the U.S. Department of Education’s FERPA regulations expand the circumstances under which a student’s education records and personally identifiable information (PII) contained in such records - including Social Security Number, grades, or other private information - may be accessed without consent. First, the U.S. Comptroller General, the U.S. Attorney General, the U.S. Secretary of Education, or state and local education authorities (“Federal and State Authorities”) may allow access to a student’s records and PII without consent to any third party designated by a Federal or State Authority to evaluate a federal- or state-supported education program. The evaluation may relate to any program that is “principally engaged in the provision of education,” such as early childhood education and job training, as well as any program that is administered by an education agency or institution. Second, Federal and State Authorities may allow access to the education records and PII without consent to researchers performing certain types of studies, in certain cases even when such research is objected to or not requested. Federal and State Authorities must obtain certain use-restriction and data security promises from the entities that they authorize to receive PII, but the Authorities need not maintain direct control over such entities. In addition, in connection with Statewide Longitudinal Data Systems, State Authorities may collect, compile, permanently retain, and share without the student’s consent PII from education records, and they may track participation in education and other programs by linking such PII to other personal information about the student that they obtain from other Federal or State data sources, including workforce development, unemployment insurance, child welfare, juvenile justice, military service, and migrant student records systems.
Name Changes
Students who have changed their legal name and wish to update their academic record should complete a Name Change form and submit it with the appropriate documentation through the Student Portal.

A copy of one of the following is required: a State Driver’s License, Passport (U.S./International), U.S. Resident Alien Card, U.S. Military ID, Indian tribe’s enrollment card, or U.S. Bureau of Indian Affairs identification card containing the signature and photograph of the individual. The document must be legible and valid at the time of being submitted.

University Communication

Student Identification Numbers
All CSU-Global students are assigned a random six-digit student identification number. Students are requested to use this number when requesting information from the school. Students may request student ID cards through the Student Portal.

Document Submission
CSU-Global may request that students submit documents to the Student Portal. Unless a different return method is specified, students are responsible for returning/submitting any requested documentation through the Student Portal to allow tracking of document receipt and minimize the possibility of document loss.

Assignment Submission
All course assignments must be submitted via the online Learning Management System for that course. Students encountering technical difficulties should contact Tech Support for assistance. Students are responsible for checking to ensure that all work has been submitted accurately.

Access to Closed Courses
Students have access to prior courses for 75 days from the Schoology homepage. Students are responsible for saving copies of all assignments as CSU-Global cannot provide access to closed courses to retrieve copies of assignments.

Email Acceptable Use Policy
Email is an official means for communication within CSU-Global and, therefore, CSU-Global has the right to send communications to employees and students via email and the right to expect that those communications will be received and read in a timely fashion. All communication from faculty and staff to students must be sent through their official CSU-Global email account and not through a personal email account.

Assignment of Email Addresses
All students are assigned a CSU-Global email address that will be the official address for communicate with students. Students and alumni will retain permanent email access as long as they remain in good standing with the university.

Following University Withdrawal or Academic Suspension, CSU-Global email accounts will be deactivated until the student is reinstated with the university. Students should review their profile in the Student Portal to correct/modify their secondary email and ensure continued communication with CSU-Global.

Official Communications
Employees and students are expected to check their official email frequently and on a consistent basis to stay current with CSU-Global communications. CSU-Global recommends employees and students check email daily.

Redirecting Email
Students may have their CSU-Global email address redirected to another email address. However, CSU-Global is not responsible for the handling of email by outside vendors. Having email redirected does not absolve a student from the responsibilities associated with communications sent to the student’s official email address. CSU-Global employees, including part-time faculty and staff, may not have their CSU-Global email redirected to any other email address.

Student Grievance Policy
Student grievances are defined as any complaint or controversy alleging: 1) unprofessional conduct by an instructor which adversely affects a student’s ability to successfully complete his/her academic goals, including a specific course or program; 2) improper admission counseling; 3) improper advising; 4) specific course assignments, curriculum elements, or grading of assessments prior to the end of the course; and/or 5) improper interaction with a university staff member.

Students are encouraged to resolve any concerns informally by contacting their instructor (or staff member) within ten (10) business days of the initial complaint or the complaint/grievance will be deemed untimely.

If an informal resolution cannot be reached, students should contact their advisor for further assistance. At this
level, staff members will work to ensure student anonymity to work toward resolution; however, individual circumstances of the complaint may prevent this from being possible. To pursue a formal investigation, students should be prepared to provide the name of the instructor (including course and section) or staff member, a detailed summary of the issue or concern, an account of previous communication that was attempted to resolve the concern, and a brief statement describing the desired outcome.

Concerns not resolved by the advisor, or concerns that warrant further examination, will be forwarded to the Office of Student Success for a full analysis. The Office of Student Success will work with the appropriate Program Coordinator and the Associate Dean to ensure that appropriate steps are taken and that institutional expectations and standards are met. The Office of Student Success, Program Coordinator, or Associate Dean will communicate with the student to ensure that all possible steps are taken to achieve resolution.

Students whose concerns are still not satisfactorily resolved have the option of filing a formal grievance with the Grievance Committee. This must be received, in writing, within ten (10) days of the date the informal grievance process ends.

The grievance is reviewed by the Grievance Committee which is comprised of representatives from the Office of Student Advancement, Office of Student Success, Office of

---

**STUDENT ACTIONS**

- Contact instructor via email and phone. If only email contact has been made, then a phone conversation must occur.
- Ensure that questions or concerns are presented to faculty/staff member directly to allow the best opportunity to respond and address concerns prior to escalation.

**STUDENT CONCERNS AND GRIEVANCE PROCESS**

1. **ISSUE/CONCERN RAISED BY STUDENT**
   - Initial contact made by Advisor to follow up with student regarding concern.
   - Initiate brief investigation and work with advising lead to assess the situation and seek resolution.
   - Alert the Office of Academic Success of any potential faculty, staff, or curriculum issues.

2. **ESCALATE TO THE OFFICE OF ACADEMIC SUCCESS**
   - Email the issue or concern to Student.Success@CSUGlobal.edu including the following information:
     - Course number and section number
     - Name of instructor/staff member
     - Summary of issues
     - Steps taken to seek resolution
     - Desired outcome

3. **FORMAL GRIEVANCE**
   - If the concern has not been resolved, a written formal grievance may be filed.
   - If the decision of the Grievance Committee is not satisfactory, a written appeal may be submitted.

   - The grievance is reviewed by the Grievance Committee and a decision is made within five business days.
   - If an appeal is submitted by the student, the Office of the Provost will make a final decision within ten business days.

- Contact student if additional information is needed.
- Consult with Program Coordinators, Associate Deans, and administration staff as necessary to discern or verify issues and opportunities for improvement.
- Determine course of action and communication plan.
- Follow up with student and faculty within 24 business hours.
Student Advising, at least two (2) faculty members, the Associate Dean, and at least one (1) active student. The Grievance Committee will review the grievance and communicate the decision that is made to all parties involved within five (5) days. Any decision of the Grievance Committee may be appealed by the student if there is evidence that a significant impropriety in the review process occurred. The appeal must be in writing, specify in detail the alleged procedural impropriety, and must be filed in the Office of the Provost within ten (10) business days of the date of receipt of the Grievance Committee’s decision. The Provost shall review the appeal and the Grievance Committee records and issue a decision within ten (10) days. The decision of the Provost is final.

CDHE Complaint Policy
Students who have not reached a satisfactory resolution upon completion of the institutional grievance process may file a complaint with the Colorado Department of Higher Education (CDHE) as stated in the Colorado Student Bill of Rights (CRS 21-1-1235). Students must exhaust all opportunities for resolution at the institutional level prior to filing a complaint or grievance with the CDHE. Additional information about the process and requirements is available at http://highered.colorado.gov/Academics/Complaints/.
This page intentionally left blank
## APPENDIX

### Figure 1: Verification Groups With Requirements

<table>
<thead>
<tr>
<th>Verification Tracking Flag</th>
<th>Verification Tracking Group Name</th>
<th>FAFSA Information Required to be Verified</th>
<th>Documentation for Independent Students</th>
<th>Documentation for Dependent Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>V1</td>
<td>Standard Verification Group</td>
<td>Tax Filers</td>
<td>• &quot;2014-15 V1 Independent Verification Worksheet</td>
<td>• &quot;2014-15 V1 Independent Verification Worksheet</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Adjusted Gross Income</td>
<td>• &quot;2013 Tax Return Transcript for Student</td>
<td>• &quot;2013 Tax Return Transcript for Student</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;U.S. Income Tax Paid</td>
<td>• &quot;2013 Tax Return Transcript for Spouse (if married)</td>
<td>• &quot;2013 Tax Return Transcript for Spouse (if married)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Untaxed Portions of Individual Retirement Account (IRA) Distributions</td>
<td>• &quot;2013 W2s for student if did not file taxes</td>
<td>• &quot;2013 W2s for student if did not file taxes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Untaxed Portions of Pensions</td>
<td>• &quot;2013 W2s for spouse (if married) and did not file taxes</td>
<td>• &quot;2013 W2s for spouse (if married) and did not file taxes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;IRA Deductions and Payments</td>
<td>• &quot;NON TAX Filers - who indicate that they have not, will not, and are not required to file a 2013 IRS tax return must submit a &quot;Verification of Nonfiling Letter&quot;</td>
<td>• &quot;NON TAX Filers - who indicate that they have not, will not, and are not required to file a 2013 IRS tax return must submit a &quot;Verification of Nonfiling Letter&quot;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Tax Exempt Interest Income</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Education Credits</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Number of Household Members</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Number in College</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Supplemental Nutrition Assistance Program (SNAP-Food Stamps), if included on the ISIR</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Child Support Paid, if included on the ISIR Nontax Filers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Income Earned from Work</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Number of Household Members</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Number in College</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Supplemental Nutrition Assistance Program (SNAP-Food Stamps), if included on the ISIR</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Child Support Paid, if included on the ISIR Nontax Filers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>V2</td>
<td>Reserved for FSA Use Only</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>V3</td>
<td>Child Support Paid Verification Group</td>
<td>Child Support Paid by the student (or spouse), the student’s parent, or both</td>
<td>2014-15 V3 Independent Worksheet</td>
<td>2014-15 V3 Dependent Worksheet</td>
</tr>
<tr>
<td>V4</td>
<td>Custom Verification Group</td>
<td></td>
<td>2014-15 V3 Independent Worksheet</td>
<td>2014-15 V3 Dependent Worksheet</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;High School Completion Status</td>
<td>• &quot;Proof of High School Completion (official transcripts or high school diploma)</td>
<td>• &quot;Proof of High School Completion (official transcripts or high school diploma)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Identity/Statement of Educational Purpose</td>
<td>• &quot;Original Notarized copy of identity and Statement of Educational Purpose Form</td>
<td>• &quot;Original Notarized copy of identity and Statement of Educational Purpose Form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Supplemental Nutrition Assistance Program (SNAP-Food Stamps), if included on the ISIR</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Child Support Paid, if included on the ISIR Nontax Filers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verification Tracking Flag</td>
<td>Verification Tracking Group Name</td>
<td>FAFSA Information Required to be Verified</td>
<td>Documentation for Independent Students</td>
<td>Documentation for Dependent Students</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------------------------</td>
<td>----------------------------------------</td>
<td>--------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>V5</td>
<td>Aggregate Verification Group</td>
<td>• &quot;High School Completion Status</td>
<td>• &quot;Proof of High School Completion (official transcripts or high school diploma)</td>
<td>• &quot;Proof of High School Completion (official transcripts or high school diploma)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• &quot;Identity/Statement of Educational Purpose</td>
<td>• Original Notarized copy of identity and Statement of Educational Purpose Form</td>
<td>• Original Notarized copy of identity and Statement of Educational Purpose Form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tax Filer</td>
<td>• 2014-15 V1 Independent Verification Worksheet</td>
<td>• 2014-15 V1 Independent Verification Worksheet</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Adjusted Gross Income</td>
<td>• 2013 Tax Return Transcript for Student</td>
<td>• 2013 Tax Return Transcript for Student</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• U.S. Income Tax Paid</td>
<td>• 2013 Tax Return Transcript for Spouse (if married)</td>
<td>• 2013 Tax Return Transcript for Spouse (if married)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Untaxed Portions of Individual Retirement Account (IRA) Distributions</td>
<td>• 2013 W2s for student if did not file taxes</td>
<td>• 2013 W2s for student if did not file taxes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Untaxed Portions of Pensions</td>
<td>• 2013 W2s for spouse (if married and did not file taxes</td>
<td>• 2013 W2s parent if did not file taxes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• IRA Deductions and Payments</td>
<td>• NON TAX Filers - who indicate that they have not, will not,</td>
<td>• NON TAX Filers - who indicate that they have not, will not,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Tax Exempt Interest Income</td>
<td>and are not required to file a 2013 IRS tax return must submit a &quot;Verification of Nonfiling Letter&quot;</td>
<td>and are not required to file a 2013 IRS tax return must submit a &quot;Verification of Nonfiling Letter&quot;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Education Credits</td>
<td>• 2013 W2s parent if did not file taxes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Number of Household Members</td>
<td>• &quot;2013 Tax Return Transcript for Parent(s)&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Number in College</td>
<td>• 2013 W2s parent if did not file taxes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Supplemental Nutrition Assistance Program (SNAP-Food Stamps), if included on the ISIR</td>
<td>• &quot;Verification of Nonfiling Letter&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Nontax Filer</td>
<td>• Income Earned from Work</td>
<td>• &quot;Verification of Nonfiling Letter&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Number of Household Members</td>
<td>• 2013 W2s parent if did not file taxes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Number in College</td>
<td>• &quot;Verification of Nonfiling Letter&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Supplemental Nutrition Assistance Program (SNAP-Food Stamps), if included on the ISIR</td>
<td>• &quot;Verification of Nonfiling Letter&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Child Support Paid, if included on the ISIR</td>
<td>• &quot;Verification of Nonfiling Letter&quot;</td>
<td></td>
</tr>
</tbody>
</table>

Note: ISIR = Free Application for Federal Student Aid (FAFSA) Information Statement Report.
<table>
<thead>
<tr>
<th>Verification Tracking Flag</th>
<th>Verification Tracking Group Name</th>
<th>FAFSA Information Required to be Verified</th>
<th>Documentation for Independent Students</th>
<th>Documentation for Dependent Students</th>
</tr>
</thead>
</table>
| V6                        | Household Resources Verification Group | Tax Filers  
• "Adjusted Gross Income  
• "U.S. Income Tax Paid  
• "Untaxed Portions of Individual Retirement Account (IRA) Distributions  
• "Untaxed Portions of Pensions  
• "IRA Deductions and Payments  
• "Tax Exempt Interest Income  
• "Other Untaxed Income on the 2014-2015 FAFSA-  
• "Payments to tax-deferred pension and savings (Questions 45a and 94a)  
• "Child support received (Questions 45c and 94c)  
• "Housing, food and other living allowances paid to members of the military, clergy and others (Questions 45g and 94g)  
• "Veterans noneducation benefits (Questions 45h and 94h)  
• "Other untaxed income (Questions 45i and 94i)  
• "Money received or paid on the applicant’s behalf (Question 45j)  
• "Education Credits  
• "Number of Household Members  
• "Number in College  
• "Supplemental Nutrition Assistance Program (SNAP-Food Stamps), if included on the ISIR  
• "Child Support Paid, if included on the ISIR  
• "Income Earned from Work  
• "Other Untaxed Income on the 2014-2015 FAFSA-  
• "Payments to tax-deferred pension and savings (Questions 45a and 94a)  
• "Child support received (Questions 45c and 94c)  
• "Housing, food and other living allowances paid to members of the military, clergy and others (Questions 45g and 94g)  
• "Veterans noneducation benefits (Questions 45h and 94h)  
• "Other untaxed income (Questions 45i and 94i)  
• "Money received or paid on the applicant’s behalf (Question 45j)  
• "Number of Household Members  
• "Number in College  
• "Supplemental Nutrition Assistance Program (SNAP-Food Stamps), if included on the ISIR  
• "Child Support Paid, if included on the ISIR  | “2014-15 V6 Independent Verification Worksheet  
“2013 Tax Return Transcript for Student  
“2013 Tax Return Transcript for Spouse (if married)  
“2013 W2s for student if did not file taxes  
“2013 W2s for spouse (if married) and did not file taxes  
“NON TAX Filers - who indicate that they have not, will not, and are not required to file a 2013 IRS tax return must submit a “Verification of Nonfiling Letter”  | “2014-15 V6 Dependent Verification Worksheet  
“2013 Tax Return Transcript for Student  
“2013 Tax Return Transcript for Parent(s)  
“2013 W2s for student if did not file taxes  
“2013 W2s for parent if did not file taxes  
“NON TAX Filers - who indicate that they have not, will not, and are not required to file a 2013 IRS tax return must submit a “Verification of Nonfiling Letter”  |
**Figure 2: Conflicting Information**

Colorado State University-Global Campus will evaluate ISIRs and determine if any of the information submitted on the FAFSA conflicts with data on the application or information that we have on file for the student. Below are the specific issues that ISIRs will be reviewed for and the information that will be considered conflicting. If an application is not selected for verification we will confirm and collect documentation only to the extent in which the conflicting information is resolved.

Conflicting information and requirements for resolution:

<table>
<thead>
<tr>
<th>Conflicting Information</th>
<th>Documentation of Resolution Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>A student not selected for verification, but we have tax return transcripts on file and information conflicts with items on the FAFSA.</td>
<td>Use the tax return information to verify all data presented in the tax return. If married, may need to request W2 information to clarify income earned from work.</td>
</tr>
<tr>
<td>IRS Tax Return Transcript shows parent or student as single or head of household and the FAFSA/ISIR shows the same person as married.</td>
<td>Need an amended tax form 1040x, or statement from a certified tax preparer explaining why the filing status is accurate</td>
</tr>
<tr>
<td>Parent or student report on their FAFSA and signed a verification worksheet that they will not file an IRS Tax Return. You have reason to believe that they would have been required to file a U.S. Income Tax Return, as the amount of reported income is greater than or equal to the minimum amount required to file as indicated in the instructions provided on the 1040.</td>
<td>Need to collect the tax return transcripts, W2s and/or Verification of NonFiling status from the IRS OR student can correct the FAFSA and use the IRS Data Retrieval tool</td>
</tr>
<tr>
<td>Amount of household income is less than child support paid</td>
<td>Need tax transcript or W2s from the IRS to verify actual amount of income earned, plus need proof that the child support was actually paid to another parent of the child - statement from other parent confirming the annual amount of child support he/she received OR student may submit a correction to the FAFSA</td>
</tr>
<tr>
<td>Household income is $0</td>
<td>Student must provide a statement explaining how they supported the household - and provide “Verification of NonFiling” from the IRS OR student may submit a correction to the FAFSA</td>
</tr>
<tr>
<td>Statements or information that suggests that the copy of the Income Tax Return you received is not the return actually filed with the IRS.</td>
<td>Student must provide the IRS tax transcripts OR student may submit a correction to the FAFSA using the IRS Data Retrieval Tool</td>
</tr>
<tr>
<td>Student indicates that he/she did not graduate from High School or obtain an equivalency</td>
<td>Student must provide Proof of High School Completion</td>
</tr>
<tr>
<td>Conflicting Information</td>
<td>Documentation of Resolution Required</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Number in household does not match with the marital status, children supported, and/or dependents supported Maried and supports children, but # in household &lt;3 Single supports dependent &amp; children, but # in household is &lt; 3, Married and supports children &amp; dependents, but # in household is &lt;4</td>
<td>Student needs to correct FAFSA or provide a signed statement indicating marital status and the actual people in the household, OR student may submit a correction to the FAFSA</td>
</tr>
<tr>
<td>Admissions information received impacts student eligibility (i.e., student accepted into a non degree program, student received scholarship from high school, etc.).</td>
<td>Must include known information as appropriate in determining the student’s eligibility for Title IV aid. Reviews admit status to ensure that the student is in a degree seeking program prior to awarding or disbursing aid.</td>
</tr>
<tr>
<td>The Student Academic Progress or Enrollment Status on file in the Financial Aid Office doesn’t agree with the information from the Registrar’s Office.</td>
<td>Must verify actual enrollment status and document in system and award aid accordingly.</td>
</tr>
</tbody>
</table>
**Figure 3: Estimated 2014-2015 Cost of Attendance Budgets Based on Eight (8) Months of Attendance**

<table>
<thead>
<tr>
<th>Cost of Attendance Component</th>
<th>UG Full-Time (8 mos/24 credits)</th>
<th>UG 3/4 Time (6 mos/18 credits)</th>
<th>UG Half-Time (4 mos/12 credits)</th>
<th>GR Full-Time (8 mos/12 credits)</th>
<th>GR Full-Time (6 mos/9 credits)</th>
<th>GR Half-Time (4 mos/6 credits)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Hours Expected in AY</td>
<td>24</td>
<td>18</td>
<td>12</td>
<td>12</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td>Tuition (based weighted tuition rates for all enrolled students as of May 2014)</td>
<td>8,160</td>
<td>6,120</td>
<td>4,080</td>
<td>5,664</td>
<td>4,248</td>
<td>2,832</td>
</tr>
<tr>
<td>Books</td>
<td>1,200</td>
<td>900</td>
<td>600</td>
<td>600</td>
<td>450</td>
<td>300</td>
</tr>
<tr>
<td>Loan Fees</td>
<td>105</td>
<td>79</td>
<td>53</td>
<td>127</td>
<td>95</td>
<td>64</td>
</tr>
<tr>
<td>Housing (off campus</td>
<td>with parent)</td>
<td>5,072</td>
<td>1,720</td>
<td>3,804</td>
<td>1,290</td>
<td>2,536</td>
</tr>
<tr>
<td>Food (off campus</td>
<td>with parent)</td>
<td>2,992</td>
<td>2,120</td>
<td>2,244</td>
<td>1,590</td>
<td>1,496</td>
</tr>
<tr>
<td>Personal Expense (off campus</td>
<td>with parent)</td>
<td>1,184</td>
<td>1,056</td>
<td>888</td>
<td>792</td>
<td>592</td>
</tr>
<tr>
<td>Total Cost of Attendance (off campus</td>
<td>with parent)</td>
<td>18,713</td>
<td>14,361</td>
<td>14,035</td>
<td>10,771</td>
<td>9,357</td>
</tr>
</tbody>
</table>
Colorado State University-Global Campus (CSU-Global) was created by the Colorado State University System Board of Governors in 2007 as the first independent 100% online state university in the United States. CSU–Global is focused on facilitating adult success in a global marketplace through career-relevant education including bachelor’s degree completion and master’s degree programs. Embracing the land grant heritage as part of the CSU System, CSU-Global sets the standard for quality and innovation in higher education through its expert faculty trained in working with adults in an online learning environment, and through its dedication to student retention, graduation, and workplace success. Visit CSUGlobal.edu or call 1-800-920-6723 for more information.

800-920-6723 | CSUGlobal.edu

The first public university created to provide 100% online degree programs.

7800 East Orchard Road, Suite 200
Greenwood Village, CO 80111