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University College Undergraduate Student Handbook 2017-2018
UNIVERSITY COLLEGE

As the college of professional and continuing studies at the University of Denver, University College is a leader in providing professional, practice-based education that is both relevant and responsive to students seeking alternatives to traditional academic programs. A private university nationally and internationally recognized for academic excellence and service to the public good, the University of Denver is strategically located in the Rocky Mountain West on a historic, vibrant, modern campus between downtown Denver and the southeast business corridor.

Mission
The mission of University College is to provide access to education at the University of Denver through courses that explore engaging and timely subjects, employ convenient formats, and are offered at affordable cost.

Drawing on the expertise and workplace experience of thoughtfully selected faculty, and using evening, weekend, and online formats for accelerating learning, University College provides its diverse community of students with choices among bachelor's completion, graduate degree programs, and certificates to promote professional advancement, as well as credit and non-credit courses of general interest for continuing personal growth and development.

Values
- As an educational community, we embrace intellectual rigor, integrity, excellence, and choice
- In our programs, we value teaching guided by clear objectives and appropriate strategies, learning enhanced by collaboration and technology, and practice informed by scholarship and experience
- In providing services to our students, we value responsiveness, accessibility, flexibility, and personal attention characterized by honesty, fairness, and respect
- In working together as an entrepreneurial educational organization, we strive for collaboration, dependability, and accountability through diversity, openness, and empowerment

Vision
In a highly competitive environment, University College will be a recognized center of educational excellence through the development and delivery of certificate and degree programs that reflect market demands and anticipate future needs. Our customized programs designed for business, government, and not-for-profit organizations will be in high demand. A broad array of opportunities for personal enrichment will serve the needs of the community and be acknowledged as the best in the region. University College will be valued by other schools and colleges of the University of Denver for providing alternative programs to a diverse population of students, and thereby contributing to the university’s mission. A shared experience of relevant content and advanced methods of instruction will produce a global community of satisfied students who will become loyal and involved alumni. To fully realize this vision, rigorous assessment will be a valued process for documenting quality, providing feedback, embracing change, and expanding our capacity to learn.

Goals
1. To ensure that all existing academic degrees, certificates, concentrations, and courses are relevant, on the forefront of new developments, appropriately sequenced, and well-coordinated.

2. To create new academic programs through an on-going process that generates innovative ideas, identifies appropriate markets, evaluates educational viability, and projects financial sustainability.

3. To develop new areas of educational opportunity such as non-credit personal and professional development, public forums, and customized corporate training, so that the portfolio of our instructional capability is broader, more diverse, and attracts a global market.
4. To create high expectations about excellence in online and onsite teaching and to provide appropriate methods for selecting, developing, evaluating, and retaining faculty who can meet these expectations as we nurture their engaged affiliation.

5. To be recognized within our mission as a market leader in excellence and innovation and to be valued for our special expertise and high quality programs in order to engage other units of the University of Denver in collaborative efforts and partnerships.

6. To enhance our marketing capability so that more potential participants know who we are, how we operate, and what specific programs are available, enabling us to increase diversity and serve a substantially greater number of students.

7. To enhance the enrollment process so that prospective students find it easy to discover what to study and how to enroll in programs that best serve their needs.

8. To treat every student with respect and to serve them well, course-by-course, building satisfaction with the entire educational experience so that they will continue to study until their goals have been reached and will maintain a lifelong involvement in learning with us as alumni.

9. To build our reputation as a good place to work by providing clear goals, responsible financial management, mutual accountability, collaborative communication, invitations for involvement, and opportunities for creativity, so that everyone shares in successes and feels a sense of accomplishment.

10. To become a perpetual learning organization where each individual is developing skills for lifetime employability and the college as a whole continues to learn to do its work so well that there will be only good surprises and predictable success.

**University College Inclusivity and Diversity Statement**

University College builds an educational community that embodies values of inclusivity and diversity. We embrace a commitment to inclusive excellence by fostering a welcoming environment for our diverse students, staff, and faculty to learn and grow. We embed the values of diversity and inclusivity in all our programs: lifelong learning opportunities and varied curricular offerings.

University College fosters a learning culture, where questions are expected; information and wisdom are shared; and community members respectfully challenge each other’s perspectives and engage in personal reflection. We celebrate our successes, measure our progress, and realize our goals through collective action. We strive to be culturally aware of our behaviors; aim to ignite continuous growth within each individual; and seek to enhance our impact on students, alumni, faculty, staff, and the greater community.

Please join us on our journey.

**Accreditation, Equal Opportunity, and Non-Discrimination Statements**

The University of Denver and its programs are accredited by the Higher Learning Commission of the North Central Association of Colleges and Schools (HLC) and by other major accrediting agencies.

It is the policy and practice of the University to provide equal opportunity in employment, educational activities, and other programs to all employees, students, and applicants. No person shall be discriminated against in any condition of employment or opportunity because of race, color, national origin, age, religion, disability, sex, sexual orientation, gender identity, gender expression, marital status, genetic information, or veteran status.

The University of Denver strives to create and maintain a community in which people are treated with dignity, decency and respect. The environment of the University should be characterized by mutual trust, freedom of inquiry and expression, and the absence of intimidation, oppression and exploitation. People in this community should be able to work and learn in a safe, yet stimulating, atmosphere. The accomplishment of this goal is essential to the academic mission of the University.
Therefore, the University will not tolerate unlawful discrimination, harassment, or sexual misconduct of any kind. Matters of this kind may also be prohibited by a variety of federal, state, and local laws. This policy is intended to comply with the prohibitions of all applicable anti-discrimination laws.

**BACHELOR OF ARTS DEGREE ADMISSION**

Admission policies are established to ensure that University College attracts and maintains an adult student population that is academically capable, appropriately prepared, and highly motivated. The policies are designed to provide admission procedures that are convenient and equitable.

**BACP Degree Application**

The University of Denver requires the submission of specific items and documentation from students applying for admission to undergraduate completion study before an application can be processed, including transcripts and application fees.

Any individual with a minimum of 40 quarter hours (27 semester hours) of transferable credits in academic subjects from an institution of higher education that has been accredited by one of six regional accrediting agencies (Middle States, New England, North Central, Northwest, Southern, and Western) may apply for degree candidacy at University College. Applicants with less than 45 quarter hours must also submit high school transcripts or official verification of the High School Equivalency Diploma (GED).

Applicants must have a minimum grade point average (GPA) of 2.0 on a 4.0 scale (or equivalent) in their transfer work from an accredited degree-granting institution for admission. Applications for admission may be submitted at any time and are processed on a quarterly basis.

Applicants must have at least three years of work experience beyond high school. Preference will be given to candidates with more than three years work with substantial and increasing levels of responsibility.

Entrance examinations such as ACT and SAT are not required.

The following documents are required:

1. **Application**
   
   A complete and signed application is required. Applications and fees are valid for one year, after which point the applicant will be asked to reapply. Previously submitted documents are not maintained after one year. Applications for admission to Bachelor of Arts completion programs are available online at [universitycollege.du.edu](http://universitycollege.du.edu). Admission deadlines apply and can be found on the University College website.

2. **Application Fee**
   
   A $75 application fee is required.

   This is a nonrefundable application fee that covers the cost of processing application materials. Payment may be made online by credit card, by mailing a check or money order, or by calling the Student Support Office and paying by credit card. Applications will not be processed until this fee is paid.

3. **Transcripts**

   Applicants are required to submit an official transcript from each post-secondary institution they have attended, or are presently attending, where 2 quarter hours (or 1 semester hour) or more, were completed. This includes transcripts for credit earned as transfer work and study abroad.

   Transfer credit cannot be granted unless it comes from an official transcript, however, unofficial copies can be used to review purposes.
Official transcripts must be received by the 6th week of the first term of attendance.

University College is not responsible for obtaining an applicant’s transcripts, including any record of work completed at the University of Denver. Applicants must also account for any study undertaken outside the United States. If study abroad course work with grades and course titles do not appear on a transcript, those records must be obtained as well.

All transcripts must meet the following requirements:

- have the original signature of the registrar and / or the seal of the issuing institution
- be enclosed in an envelope with the stamp or signature of the registrar across the sealed flap
- be submitted prior to matriculation or the student will be admitted with Provisions

All credentials submitted become property of the University of Denver and cannot be copied or returned to the student or any person(s).

4. **Personal statement**

   A personal statement (two pages double spaced) is required. The statement should include information on how the degree will enhance career plans and meet educational goals. Sharing personal experiences, abilities, achievements and goals is encouraged. This document has considerable influence in the decision to admit applicants with attention given to written communication skills, clarity and organization skills.

5. **A current résumé or curriculum vitae**

   A current résumé or curriculum vitae is required.

   Résumés should be submitted at the same time as the online application. Please have the document accessible when completing the online application so it can be uploaded and attached prior to submitting the application.

   Bachelor of Arts Completion Program students are required to have three years of work experience to be eligible for admission

6. **Language Proficiency**

   Applicants whose native language is not English or who have been educated in countries where English is not the native language, regardless of citizenship, must provide official scores from the Test of English as a Foreign Language (TOEFL), International English Language Testing System (IELTS), or Cambridge English: Advanced (CEA) Certificate. The TOEFL, IELTS, and CEA scores are valid for two years from the test date. Applicants may be exempt from English proficiency test requirements if they have earned a post-secondary degree from a recognized/accredited university where the language of instruction and examination is English.

7. **Proof of Permanent Residency**

   Permanent Residents must provide a copy of their Registration Alien Card (green card).

8. **Signed Degree Plan**

   Each degree applicant must have a signed degree plan on file.

   The degree plan is a roadmap that details the required courses that are part of an academic program. After the admission coordinator has completed a transfer credit evaluation, you will be emailed a degree plan to sign.

   An advising appointment is required to facilitate the admission process. During this appointment, your advisor will address any questions you have about the program and the process of becoming a University of Denver student.
Any changes to the degree plan made during the application process or once the student has matriculated to the university must be documented. Students admitted into a degree program must follow the requirements in effect at the time of admission as stated on their official degree plan.

9. Admission Interview (may be requested by program director).

Bachelor of Arts Completion Program applications are reviewed for admission on a quarterly basis. Applications and all supplemental materials must be submitted online, with the exception of transcripts, which must be received by the stated application deadline (requests for accommodation may be granted). Applicants will be notified of a decision via email approximately two to four weeks following the application deadline. Detailed application information and application deadlines are located on the University College website.

Note: Additional requirements exist for international students (see International Student Applications).

INTERNATIONAL STUDENT APPLICATIONS and APPLICANTS EDUCATED OUTSIDE the UNITED STATES

Before an application can be processed, the University of Denver requires the submission of specific items and documentation from international students applying for admission. In order to issue an I-20 form to accepted international students, the Office of International Student Admission must verify that the applicant meets all standards for admission.

The following documents are required for admission review in addition to the items required for undergraduate application:

1. English Proficiency
   Proof of English proficiency must be provided from all internationally-educated applicants whose native language is not English, regardless of citizenship. Official scores from the Test of English as a Foreign Language (TOEFL), International English Language Testing System (IELTS), or Cambridge English: Advanced (CEA) are required. Exam scores that are older than two years from the date of application are not acceptable for admission.

   A Bachelor of Arts Completion Student is waived from the TOEFL, IELTS, or CEA if they have earned at least one year of credit (30 semester hours/45 quarter hours) from a U.S. college or a university where English is the universal language of instruction and examination.

   TOEFL: The minimum TOEFL score accepted by the University is 88 (iBT) or 570 (paper-based). Test must have been taken within two years of the date of applying to University College. The institution code for the University of Denver is 4842.

   IELTS: A total score of 6.5 or higher with a minimum individual band score of 6 is required on the IELTS exam for applicants applying for admission, in lieu of the required TOEFL scores mentioned above. Test must have been taken within two years of the date of applying to University College. The University of Denver only recognizes the Academic IELTS module; we do not accept the General Training IELTS module.

   Cambridge English: Advanced (CEA) Certificate: Certificates with a minimum score of 176 is required for admission consideration. Acceptable scores on the CEA must be verified at least one month prior to enrollment.

   Note: Applicants educated in the following countries do not have an English proficiency requirement: Antigua and Barbuda, Australia, Bahamas, Barbados, Belize, Bermuda, Botswana, British Virgin Islands, Canada (except where French is the entire college/university language of instruction), Fiji, The Gambia, Ghana, Grenada, Guyana, Ireland, Jamaica, Kiribati, Liberia, Malawi, Malta, Marshall Islands,
Mauritius, Micronesia, New Zealand, Nigeria, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Sierra Leone, Solomon Islands, Trinidad and Tobago, Uganda, United Kingdom, West Indies, Zambia, and Zimbabwe. Applicants with a regionally accredited Bachelor's degree from a U.S. institution and/or whose native language is English are exempt from the TOEFL/IELTS/CEA requirements.

2. **Official Transcripts and Appropriate Official Third-Party Translations**

   International applicants should submit official transcripts printed in the official language of instruction of their institution. If the official language of instruction is not English, official translated copies should also be submitted by a qualified educational translation service (or by the institution itself).

   University College is not responsible for obtaining an applicant’s transcripts, including any record of work completed at the University of Denver. Applicants must account for any study undertaken within or outside the United States.

   All transcripts must meet the following requirements:

   - have the original signature of the registrar and/or the seal of the issuing institution
   - be enclosed in an envelope with the seal or signature of the registrar across the sealed flap or electronically sent, certified by a third-party agency
   - be accompanied by certified English translations
   - be submitted prior to matriculation or the student will be admitted with Provisions

   **Notes:** Original language and certified English translations are required for all countries except for those countries where the native language is English or the transcript is issued in English.

   United States college and/or university transcripts are not evaluated by the Office of International Student Admission.

   Transcripts from outside of the U.S. are evaluated by the Office of International Student Admission. This process can take three to four weeks and must be complete by the stated deadline. Therefore, applicants with transcripts from outside of the U.S. are encouraged to apply earlier than the stated admission deadline.

   The University of Denver will consider paper transcripts official when delivered to the University of Denver in a sealed envelope from the issuing institution or a third-party agency acting on behalf of the institution provided the following criteria are met:

   - The transcripts must have the original signature of the registrar and/or the seal of the issuing institution
   - The transcripts must be enclosed in an envelope with the stamp or signature of the registrar across the sealed flap

   The University of Denver will consider electronic transcripts official from a domestic institution provided the following criteria are met:

   - The transcript is certified as official from the college or university using a third-party agency for the certification process. Approved agencies include Army/American Council on Education Registry Transcript System (AARTS), National Student Clearinghouse, Naviance, Royall and Company, and Scrip-Safe. The University of Denver reserves the right to rescind approval of the above-mentioned agencies based on changes in technology utilized by the agency. Upon request, the Office of the Registrar will take into consideration a third-party vendor other than the aforementioned agencies
   - The transcript must be received from the third-party agency by a University official
The transcript must be a certified PDF document with no evidence of tampering. The transcript must be retrieved from a secure server. Emailed transcripts will not be accepted.

Certified English translations must accompany all transcripts except for those provided by institutions that issue documents in English. Errors or omissions in English translations may be grounds for refusal or dismissal. Please consult the University College Admission Office for specific details.

The University of Denver reserves the right to reject transcripts or request additional information if there is any question about the authenticity of the document. Transcripts with course work in progress will not be considered final and admission will be granted provisionally.

All credentials submitted become property of the University of Denver and cannot be copied or returned to the student or any person(s).

Transcripts from colleges/universities outside of the U.S. must be evaluated by an internal evaluator. Applicants do not need to have transcripts evaluated prior to applying to University College, and evaluations of transcripts are not acceptable in the place of official transcripts or translations. Once an internationally-educated applicant has submitted an application, fee, and at least copies of transcripts and degree certificates, the file will be forwarded to the internal evaluator. Since international applications, as well as domestic applicants with international transcripts, need to be evaluated prior to being sent to the admission review, it is recommended that all admission materials be submitted three weeks before posted deadlines.

3. **Copy of Passport**

Applicants who are not U.S. citizens or permanent residents may provide a copy of the passport at the time of application. This document may be uploaded through the online application system. Applicants who do not have a passport should make arrangements to obtain a passport before an I-20 can be issued.

If an applicant intends to apply for an F1 visa, this document must be submitted before an I-20 can be issued for any student.

If the applicant fills out all questions on the application, this form will automatically be populated and submitted with the application; if the applicant has missed some questions, the form will not populate, and the admission coordinator will contact the applicant to have them fill out the SEVIS form manually.

4. **The Supplemental Information Form (SEVIS supplement)**

Students who are not U.S. citizens or permanent residents must hold an immigration status granted by the U.S. federal government which allows study in the United States in order to maintain legal immigration status. Most students enroll at the University of Denver in F-1 or J-1 immigration status although other statuses may also permit students to study in the United States.

The Student and Exchange Visitor Information System (SEVIS) is used by government agencies and school officials to collect and maintain information on F and J students and their dependents. School officials use SEVIS to issue original certificates of eligibility to students (I-20 for F-1 students, DS-2019 for J-1 exchange visitors) to apply for a visa at a U.S. embassy, apply for a change of status in the U.S. or transfer status from another school.

Federal immigration regulations also require school officials to maintain students’ records in SEVIS from matriculation through the end of their program, which includes any post-completion practical training (Optional Practical Training for F-1 students and Academic Training for J-1 students) authorized by U.S. Citizenship and Immigration Services or the University.

Only a Designated School Official (F-1 program) or Responsible Officer (J-1 program) may access student records in SEVIS. DSOs and ROs may also issue a limited number of immigration benefits to students, including permission to drop below full-time status and authorization or recommendation for employment.
SEVIS requires school officials to enter certain biographical, financial and program details to generate an initial I-20 or DS-2019 for students and dependents. Federal immigration regulations specify the types of changes and reportable events that school officials must report in SEVIS after a student has matriculated. The primary reporting requirement is the enrollment status of students, which must be reported each academic term.

**Note:** The J-1 program is comprised of several different categories, including non-degree exchange, degree-seeking student, research/scholar, and intern. Enrollment requirements only apply to student categories.

**Mandated Event Related Reporting**
- change in U.S. (physical) address--reported as mailing address in myWeb or PioneerWeb
- change in foreign address--reported as home address in myWeb or PioneerWeb
- change in legal name
- change in country of citizenship
- change in major field of study, secondary major and/or minor
- change in education level
- completion of program
- extension of program duration
- authorization to drop below full-time status
- authorization to withdraw from program
- absence from the country for more than five months
- transfer to another school or program
- authorization for on-campus employment (J-1 students only)
- authorization for pre- or post-completion Academic Training (J-1 students only)
- authorization for Curricular Practical Training (F-1 students only)
- recommendation for pre- or post-completion Optional Practical Training (F-1 students only) and extensions permitted under STEM or “cap gap” regulations
- change in employment status or employment details during authorized periods of practical training

In addition to reporting the above changes or events, school officials must also respond to any formal request for information about a student made by the Department of Homeland Security or Immigration and Customs Enforcement.

**Session Related Reporting**
- Enrollment status (including failure to enroll or unauthorized drop below full-time)
- Current U.S. (physical) address--reported as mailing address in myWeb or PioneerWeb
- Current session end date
- Next session start date (or start of next period of required enrollment)

**Violations of Status**
A violation of status occurs when an F-1 or J-1 student fails to abide by the responsibilities and restrictions of immigration status. A violation of status may result in the student’s loss of lawful presence in the United States and may jeopardize the student's eligibility to be in the U.S. legally to study at the University.

**Violations of Status for F-1 and J-1 students include:**
- failure to report arrival in the United States to the school or program
- failure to report reportable information by required deadline
- failure to enroll during a period of required enrollment
- failure to maintain health insurance coverage (J-1 students only)
- unauthorized drop below full-time
- unauthorized employment (including unauthorized off-campus employment or exceeding the maximum number of hours per week permitted for on-campus employment)
- academic suspension
- conviction of a crime
5. Financial Verification for International Students

When an international applicant has been admitted to the University of Denver, in order for an I-20 or DS-2019 to be issued, the student must submit the following:

- passport copy
- DU International Supplemental form
- DU Financial Verification form
- bank letter from the student or supporter (if not an agency)
- letter from supporter/agency/government

Photocopies of financial verification documents are accepted. The financial verification form is only required if the student does not have a bank letter or letter from the supporting agency/government. This requirement does not apply to U.S. permanent residents or students not in F-1 or J-1 immigration status.

University College International Preparation Sessions
Admitted applicants whose native language is not English and who do not possess a regionally accredited bachelor's degree from a U.S. institution or who have not previously completed the University of Denver English Language Center's highest language level are required to attend the University College International Preparation Sessions prior to attending courses at University College.

The International Student Preparation Sessions take place prior to the start of an academic quarter at the University of Denver and will acquaint students with linguistic, writing, and cultural skills to help them feel comfortable in their new academic and social environment.

International Student Orientation Program - ISSS
All new and readmitted international students are required to attend an orientation offered by the Office of International Students and Scholar Services. International students on an F1 visa from the University of Denver will need to check-in with ISSS upon arrival at the university, which will allow them to register for classes. If they do not attend the mandatory orientation, they will have a hold placed on their account, preventing them from registration until they complete the make-up orientation. International student details are available online: www.du.edu/isss.

UNDERGRADUATE ADMISSION STATUS

Reapplication
Admission applications are valid for one year. After one year an incomplete application will become inactive and applicants must reapply, pay the application fee, and submit any outstanding documents to be considered for admission.

Applicants reapplying for admission after one year of the previous application must submit a new application, application fee, and supporting documents. If transcripts were submitted in a previous application, it is possible they are still on file and will not need to be resubmitted. Please contact the Admissions Office to determine if transcripts are still on file. At the time of admission an updated degree plan must be submitted if any changes have occurred during the admission process.

Admission Deferral
Students who would like to postpone enrollment for a term of up to a year can request to defer their admission. Requests for deferrals must be put in writing. Deferrals must be approved and processed prior to the first day of the accepted term. Only one deferral will be approved per admitted student.

Non-attendance After Admission
If an applicant is accepted as a degree candidate but does not enroll in classes for the term admitted or defer admission, the applicant will be notified in writing that his or her admission has been cancelled and that reapplication is required.

**Second Baccalaureate Degrees**
An applicant with a bachelor’s degree from an accredited college or university who wants to earn a second bachelor’s degree from the University of Denver must meet standard admission requirements.

An application must be submitted and the following apply:
- residence requirement of at least 45 quarter hours
- core and major requirements as defined by the Bachelor of Arts Completion program degree plans
- academic good standing (GPA of 2.0 or higher) at the time of graduation

Consult with an Academic Advisor for specific requirements.

**Dual Degree Option: Bachelor’s Degree and Master’s Degree**
University College offers a dual bachelor’s and master’s program for Bachelor of Arts Completion Program students. Students admitted to the dual degree program are permitted to substitute two courses from the master’s degree for two courses in the undergraduate major. These two courses reduce the total hours in the bachelor’s and master’s program by 8 quarter hours. Students may pursue one of the three master’s degrees offered by University College: Master of Professional Studies, Master of Science, or Master of Liberal Studies.

The chart indicates the pairings between bachelor’s degree majors and corresponding master’s degrees.

<table>
<thead>
<tr>
<th>Bachelor of Arts Major</th>
<th>Masters (POC) Major</th>
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</thead>
<tbody>
<tr>
<td>Communication Arts</td>
<td>MLS – Arts and Culture</td>
</tr>
<tr>
<td></td>
<td>MA – Communication Management</td>
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<tr>
<td></td>
<td>MS – Leadership and Organizations</td>
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<td>MA – Professional Creative Writing</td>
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<td>MS – Strategic Human Resources</td>
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<tr>
<td>Environmental Studies</td>
<td>MS – Environmental Policy and Management</td>
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<tr>
<td>Global Commerce and Transportation</td>
<td>MS – Security Management</td>
</tr>
<tr>
<td>Global Studies</td>
<td>MLS – Global Affairs</td>
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<tr>
<td></td>
<td>MA – Communication Management</td>
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<td>MS – Leadership and Organizations</td>
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<tr>
<td>Leadership and Organizational Studies</td>
<td>MA – Communication Management</td>
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<td>MS – Healthcare Leadership</td>
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<td></td>
<td>MS – Strategic Human Resources</td>
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<tr>
<td>Information Technology</td>
<td>MS – Information and Communications Technology</td>
</tr>
</tbody>
</table>
Bachelor of Arts Completion Program students with between 80-140 hours of credit are eligible to apply. Students must meet with the Academic Advisor to determine if they qualify. Students must follow standard undergraduate admission procedures and be accepted for the master’s degree program—admission is not automatic.

Students must meet the following criteria:
- grade point average in the Bachelor of Arts Completion Program studies of 3.5 or higher
- completion of at least 8 credit hours
- job-related experience or aspirations presented as a convincing rationale for embarking on the program
- admission to related graduate degree program (see graduate degree application requirements on University College website).

The application review process occurs on a quarterly basis. The Admissions Office will notify applicants in writing of the admission decision. Applicants must complete and submit an admission application for consideration to any master's degree programs. Applications will not be reviewed until all required admission items (listed above) are received.

**TRANSFER CREDIT FOR UNDERGRADUATE DEGREES**

Three factors affect the transferability of credits:
- the subject matter
- the institution where the credits were earned
- the course grade

In general, courses in vocational or occupational subjects are not transferable; although, general education subjects within such programs often are. Usually, courses taken in baccalaureate disciplines of the arts and sciences are readily transferable as are credits in professional programs in business, engineering, journalism, environmental studies, ethnic studies, and so forth. Credits from other professional programs will be examined on a course by course basis and are often transferable.

Credits are more readily accepted from an institution with regional accreditation although sometimes credits earned at an institution with special accreditation will also be considered. In some cases, credits that meet the subject area requirements outlined above will be considered on a course by course basis when earned at an institution lacking regional accreditation.

- The Bachelor of Arts Completion Program requires a minimum of 40 quarter hours of transfer credit (27 semester hours) to be eligible for admission
- A maximum of 135 quarter hours of credit may be transferred. The final 45 credits must be earned at the University of Denver
- Only courses where a grade of C (2.0) or better was earned will be eligible for transfer. A grade of C- (1.7) or below will not transfer
- At least 50% of the courses in the major field of study must be completed at University College
- All credits will be transferred as electives with one exception: Students who have between 96 and 135 quarter hours of credit may be able to apply some credits toward the Common Learning curriculum and Major
- A maximum of 90 quarter hours may be transferred from a community college or other two-year college or institution
- Semester/Quarter hour conversion: 1 semester hour is equivalent to 1.5 quarter hours
- Transfer credit may be awarded for educational experiences in the Armed Services. Course must be in academic disciplines applicable to DU degrees and evaluated by the American Council on Education (maximum 10 hours)
- A maximum of 45 quarter hours can be awarded for college level work taken while in high school- this includes all credit from AP and IB exams and college level classes
• Pass/fail courses can be considered for transfer if the institution where the credit was earned can document that the grade of Pass is equal to a C or better
• Only grades received at DU will be used to calculate the overall grade point average
• Official transcripts (those received in sealed envelopes from each institution attended) are required before an admission application will be reviewed and a decision rendered. Unofficial transcripts, however, can be submitted for a preliminary transfer evaluation

A signed application and application fee of $75 must be received before transfer credits can be evaluated. A general overview of previous coursework can be reviewed by a University College academic advisor prior to applying.

**Transferring University College Credits To Other Institutions**

Students who wish to transfer credit for courses taken at University College to other academic programs at the University of Denver or other institutions of higher education, should meet with advisors from those institutions to determine whether University College credits will be accepted or transferred. This determination cannot be made by University College.

**ENROLLMENT STATUS**

**Regular Enrollment**
The University’s definition of full-time undergraduate study is 12 credit hours or more of course work per term. Half-time students are enrolled in 6 to 11 credit hours. Less than half-time students are enrolled in 1 to 5 credit hours.

**International Students**
International students must be continuously enrolled in order to maintain their student status with the University. Federal immigration regulations also require F-1 and J-1 students to enroll full-time for at least three quarters each academic year in order to maintain their immigration status. Exceptions to this requirement may only be authorized by an international student advisor or the program sponsor under very limited criteria.

Federal immigration regulations permit the host institution to define full-time enrollment for F-1 and J-1 students studying at the undergraduate level. The University defines full-time enrollment for undergraduate students as 12 or more credit hours. To comply with the full-time enrollment requirement, F-1 and J-1 students may enroll in continuous enrollment after all coursework is completed or during the final term of coursework, if registered for less than 8 credits, while working on the thesis or dissertation.

International students must also maintain acceptable levels of health insurance coverage during their academic program, as required of all students by the University. In addition, the U.S. Department of State requires J-1 students to maintain health insurance coverage throughout their exchange program in order to maintain their J-1 immigration status.

F-1 and J-1 students must receive authorization from an international student advisor or their program sponsor prior to dropping below full-time status in an academic term when enrollment is required. Failure to receive prior authorization to drop below full-time status is a violation of the student’s immigration status and will result in the loss of the student’s authorization to lawfully study in the United States.

**Concurrent Enrollment**
Students wanting to enroll in courses at another institution while accepted at DU must petition the Academic Exceptions Committee. No transfer credit is allowed for courses carried concurrently without prior permission. The total study load allowed may not exceed 19 quarter hours. Courses taken concurrently must not be available at the University of Denver.

To request concurrent enrollment students must meet with their academic advisor for pre-approval. An official request must be submitted to the Program Director with an explanation for the request and a copy of the course
description. If approved by the Program Director, the student must submit an electronic Academic Exceptions
request via PioneerWeb.

Inactive Status
Degree candidates who do not register for classes for more than four consecutive quarters are classified as Inactive
students and sent notification from the Office of Student Services. To resume classes, students should contact an
Academic Advisor. After 2 years of non-enrollment, students will be required to reapply under the current program
requirements.

Readmission
If an applicant is accepted as a degree candidate but does not enroll in classes for the term admitted or defer
admission, reapplication is required. After one year of non-attendance an admitted student must submit a new
application and supporting documents and pay a new application fee. The student will be admitted under the degree
requirements in effect at the time of reapplication. Supplemental documents are purged upon matriculation into a
program and will not be available for reuse.

Matriculated students who have become inactive (not enrolled in four quarters) must submit the Application for Re-
Admission, meet with an advisor, and submit an updated degree or certificate plan prior to returning to University
College. Depending on the time elapsed some students may be required to reapply to the certificate or degree
program.

CHANGE OF ENROLLMENT STATUS

Change Major
A student who wishes to change to another Bachelor of Arts Completion Program major is encouraged to do so
within the first year of study. A Change of Major form is required and must be approved by both the Academic
Advisor and Program Director.

In addition to submitting a Change of Major form, a student wishing to change to a new major must meet with their
academic advisor to update their degree plan. A signed, updated degree plan will be submitted to the Admissions
Office by the student’s academic advisor.

Suspended Status
Students may be suspended from the University for academic or behavioral misconduct and may not be permitted to
enroll for a period specified as part of the terms of their suspension. The University will not accept courses
completed at another institution while the student is under suspension.

A suspended student who wishes to re-enroll must submit a Re-entry form and meet with their academic advisor to
to complete an action plan addressing how/when grade deficiencies will be overcome. In addition, a request for re-
entry must be submitted to the Associate Dean of Admission and Student Services at least six weeks before the
quarter in which the student wishes to enroll.

Termination
If a student is terminated as an admitted degree student he or she may not continue to take courses. Request for
exception must be submitted to the Assistant Dean of Academics.

Termination of a student from his/her undergraduate program may be recommended for the following reasons:

- The student maintains a GPA lower than 2.0 for two consecutive quarters of enrollment
- In the opinion of the student’s advisor, department chair and/or dean, the student is incapable of raising
  his/her GPA to 2.0, or finishing requirements for the degree
- A department can document that a student will not be returning
- The student wishes to change to another degree program outside of the college, school, department, or
  institute in which he/she is currently enrolled
• Severe academic misconduct, i.e. plagiarism, cheating, or fabrication (See section on Student Behavior and Conduct)

In some cases, students terminated from a degree program may reapply and pay the admission fee, in addition to submitting a petition to the appropriate academic director along with an action plan for raising their GPA to above a 2.0. Students must be accepted in order to resume taking courses. In addition, students must raise their GPA to a 2.0 or above within the next two quarters following readmission.

STUDENT WITHDRAWAL FROM THE UNIVERSITY

**Withdrawing (Temporary or Permanent)**
Students considering time away from study must communicate in writing with University College prior to taking time off from the program and fill out the appropriate paperwork if required. There are two types of withdrawals, temporary and permanent. Regardless of withdrawal type, the first step for students enrolled in courses is to officially drop courses.

**Temporary Withdrawal**
This is for students planning to resume studies at the University of Denver. This type of withdrawal includes personal and medical leaves (see instructions for Personal Leave of Absence and Medical Leave of Absence).

**Permanent Withdrawal**
Students wishing to discontinue study must communicate the decision to permanently withdraw from the program in writing to their University College advisor. Students must be officially withdrawn from current quarter classes and have outstanding debts cleared with the Bursar’s Office before a permanent withdrawal request will be processed.

**Things to Consider Prior to Withdrawing**
Students who wish to drop all courses in a term and take a leave of absence or withdraw permanently from their programs are advised to consider the impact on the following items:

**Timeline for Degree Completion, Cohort Placement and Degree Requirements**
While on an approved leave of absence, students are guaranteed a place in their current program when they return to the University, provided all deadlines and rules are observed. Students should consult with their advisor for more information before deciding to take leave. Students returning from leave have the same registration priority as continuing students. It is important to note that students are still held to the original timeline for completion of the degree, unless a student is on an approved medical leave of absence. Non-degree seeking or students who are beyond the time limit to complete their degrees are not eligible for a leaves of absence.

Students who permanently withdraw may not re-enter the program without applying for and being re-admitted to the academic program. They are accepted under the newest bulletin requirements.

**Tuition and Fee Payment and Refund Schedule**
Outstanding debts must be cleared with the Bursar’s Office. A student’s leave application will be accepted even if they owe money to the University. However, students will not be allowed to register for future terms if they have any outstanding debts to the University. In the case of extenuating circumstances that are beyond the student's control, a student may appeal for an exception to the University's refund policy.

**Withdrawal Deadlines**
Enrolled students should review the academic calendar and be aware of the important dates and term specific withdrawal deadlines.
Financial Aid, Scholarships, Work-Study, GTA/GRA and Loan Repayment Terms
Students should be clear about the impact of withdrawal on loan repayment requirements as well as scholarships and other forms of University aid. While on a leave of absence, students are not eligible to receive financial aid. In addition, student loan repayment terms may be impacted and in some cases repayment may begin when a student goes on leave. It is the students’ responsibility to notify their lender they are taking a leave of absence and will not be enrolled in school.

Students should apply for financial aid well in advance of the term they expect to return to school so their disbursement is available at the beginning of the term. Contact the Office of Financial Aid for additional information.

F-1 or J-1 Visa Immigration Status for International students
International students who are interested in withdrawing should be aware of certain restrictions in the immigration laws. Nonimmigrant students may not remain in the United States in F-1 or J-1 immigration status if they are not enrolled full-time in school unless they meet certain criteria and have approval from International Student and Scholar Services (ISSS). In order to take a leave of absence, international students may need to either leave the United States while out of school or change to another non-immigrant status. Before withdrawing and applying for a leave of absence, international students should consult with an advisor in the ISSS office.

Benefits for Veterans
For students receiving veterans’ benefits, Veteran Services in the Office of the Registrar should be notified of withdrawal plans.

Parking Permits and Unpaid Citations
Unpaid citations must be cleared with Parking Services and parking permits should be returned to avoid additional costs.

University Libraries Books and Overdue Book Fines
All library books should be returned and overdue book fines should be paid prior to withdrawing.

Personal Leave of Absence
A student may withdraw from the University temporarily or permanently for non-medical reasons. For medical circumstances, see Section medical leave of absence. Students who wish to withdraw permanently from their programs should notify the University in writing. A student who wants to take time off from the University must submit the notification of leave in writing and include the dates of absence to their academic advisor or University College Student Support Center. Withdrawal and refund deadlines apply. Students who are currently enrolled for the quarter during which they wish to begin a leave of absence must first withdraw from courses for the quarter during which they apply for Leave. Students who fail to withdraw by the published deadlines will be liable for full tuition and fee charges, and a failing grade may be recorded for every course for which the student is registered.

In general, leaves of absence are for students who want to take a period of time away from the University (excluding summer) with the intent to return. The maximum period of time for a single leave of absence is three consecutive quarters, excluding summers. Students who need an additional leave of absence should file a new application for a leave of absence. While on an approved leave of absence, students are guaranteed a place in their current program when they return to the University, provided all deadlines and rules are observed. Students should consult with their academic advisor for more information before making a decision about whether to take a leave. Returning students have the same registration priority as continuing students. It is important to note that students are still held to the original timeline for completion of the degree.

Students who are called to active military duty while enrolled should apply for a leave of absence. Active Peace Corps volunteers may apply for a leave of absence for the term of their Peace Corps service.
Students on a formal internship, cooperative education, or clinical placement program as part of an academic program at DU should not apply for a leave of absence as they may need to be enrolled for internship or practicum credits. Instead, students should work with their unit to be sure they are in compliance with program requirements.

Students who have outstanding judicial sanctions or actions due to violations of the Honor Code will not be considered in good standing with the University of Denver and must first be cleared by Student Conduct before they may be readmitted to DU. Please contact Student Conduct with any questions before applying for a leave of absence.

Prior to returning to the University, students should contact their advisor for information on choosing courses appropriate for each academic program. Please contact University College Student Support Center with questions about returning to the university and registering for courses. International students must contact ISSS to obtain proper immigration documents before returning.

**Medical Leave of Absence**

A student with a serious medical condition may elect to withdraw and take a leave of absence from the University with appropriate medical documentation. This document describes the circumstances under which this procedure is appropriate and the procedures the student must follow.

See the Registrar’s office website for information on withdrawing from courses: [du.edu/registrar/index.html](http://du.edu/registrar/index.html)

*Note: Once a Medical Leave of Absence is approved, students cannot withdraw their request.*

For the purpose of this policy and procedure, the term “medical” or “health” includes both physical and mental health conditions.

1. **Leave of Absence and Withdrawal:** these terms both refer to a process by which a student officially withdraws from the University. The Leave of Absence Program assumes that the student will be returning to the University within four quarters, though the student is not obligated to do so. The Withdrawal Program assumes that the student will not be returning, though the student may do so if otherwise eligible.

2. Any course that is dropped after the first week of the quarter will result in "Ws" on the student's transcript regardless of the reason for the drop. A "W" is an appropriate registration status indicating that a student withdrew after the first week of the quarter. "W's are not factored into a student's GPA.

3. The simple diagnosis of a medical condition may not warrant a Medical Leave of Absence (MLOA). However, if the student is able to document the presence of a medical or mental health condition along with significant functional impairments that warrant withdrawing from all courses for the term, a Medical Leave of Absence may be approved.
   - The University will expedite the withdrawal process and grant an automatic tuition refund for any funds paid out of pocket
   - In general, it is expected that students experiencing serious health conditions will seek medical care and request a Medical Leave of Absence before the end of the 6th week and/or before the end of 60 percent completion of the term. In exceptional circumstances, if there is documented evidence of a medical or mental health emergency or a significant exacerbation of symptoms, students may request a MLOA by the last day of classes
   - If the withdrawal occurs after the last day of the term the student must complete an Exception to Academic Policy. The student will request a retroactive drop of all courses for that quarter due to medical reasons. In general, it is expected that the student will have evidence of having proactively sought healthcare during the term in question. The same requirements for medical documentation apply through this process

4. If able to do so, the student should complete the Medical Leave of Absence Form. If the student is unable to complete the form, an Academic Advisor may do so, at the discretion of the Associate Vice Chancellor
for Student Life, the Executive Director of Academic Resources, or their designee. An email request to complete the form by the student or the parent/guardian, if the student is unable to, should be sent to advising@du.edu. The email should include the student's id number.

5. A request for a Medical Leave of Absence or Medical Withdrawal must be accompanied by appropriate medical documentation to support the student’s request. Documentation must include the information identified below. Complete medical records are NOT required nor desired:

- Documentation must be submitted by an appropriately licensed medical or mental health provider on letterhead from that provider’s facility. The provider’s license number should be clearly evident somewhere in the documentation.
- Documentation must include the date that the student first consulted the provider, the number of visits with that provider, and the approximate date that the provider believes the symptoms first began.
- Documentation must clearly state the diagnosis, the symptoms, and **explicitly state the functional impairments** which inhibit the student from attending classes and/or completing coursework. For instance, simply stating that a student is depressed does not support a Medical Leave of Absence.
- Documentation must outline the treatment recommendations and the estimated length of the treatment plan. If the provider has an estimation of when the student might be able to return to the University, that information can be included as well.
- **Note:** Students must also complete a HIPAA-compliant consent form with their healthcare provider to give permission to the University’s Health and Counseling Center and Student Life for release of the information by the provider. Students get this form from their treating provider. Information provided to the University as part of a Medical Leave of Absence will be considered confidential and will be released only in circumstances described by the Family Educational Rights and Privacy Act (FERPA) and Health Insurance Portability and Accountability Act of 1996 (HIPAA).

6. If the Medical Leave of Absence is approved, Academic Resources will notify relevant departments that the student is withdrawing for medical reasons:

- Faculty
- Office of the Registrar
- Student Financial Services
- Health and Counseling Center
- Office of Financial Aid (if the student has financial aid)
- University Technology Services (if the student has borrowed a laptop computer)
- International Student and Scholar Services (if the student is an international student)
- Office of Student Outreach and Support

7. The student will be responsible for meeting all financial obligations to the University by published deadlines. Failure to do so could mean that the student would not be eligible to register and/or to have transcripts/diplomas released until the obligation has been met.

8. For a student whose condition is so severe that return to the University is unlikely, the University may initiate Withdrawal procedures, at the discretion of the person with the student’s power of attorney or the Associate Vice Chancellor for Student Life, Executive Director of Academic Resources or their designee.

9. A student may request a Medical Leave of Absence a total of two times during an undergraduate career at the University. If extenuating circumstances exist, or as an ADA reasonable accommodation, the student may request additional Medical Leaves of Absence, at the discretion of the Associate Vice Chancellor for Student Life, Executive Director of Academic Resources or their designee.

10. Students who are approved for a Medical Leave of Absence will have “Ws,” a registration status indicating the student withdrew from courses, recorded for their courses for the term. “Ws” are not factored into a student’s G.P.A.

**International Students: Leave of Absence**

International students who are interested in a Leave of Absence should be aware of certain restrictions in the immigration laws. Nonimmigrant students may not remain in the United States in F-1 or J-1 immigration status if they are not enrolled full-time in school unless they meet certain criteria and have approval from International...
Student and Scholar Services (ISSS). In order to take a Leave, international students must either leave the United States while out of school or change to another non-immigrant status. Before applying for a Leave of Absence, international students should consult with an advisor in the ISSS office.

**Students Called for Military Duty**

**Introduction**

The University of Denver supports students called to active duty in the armed services by providing academic support, tuition relief and refunds, and for reinstatement of students whose documented service in the uniformed services has required their sudden withdrawal or prolonged absence from their enrollment at the institution. Included is service in the uniformed services whether voluntary or involuntary on active duty in the Armed Forces, including such service by a member of the National Guard or Reserve. When a University of Denver student is under call or ordered to active duty, the following provisions will apply.

**Purpose**

This guideline offers suggestions for ways in which academic and administrative units and faculty may assist students who are called to active military duty.

**Student Responsibility**

A University of Denver student who receives orders calling him/her to report for active military duty should provide a copy of those orders (including the date in which the orders were made and the “reporting date”) to the Coordinator of Military Programs in the Office of the Registrar. The Coordinator of Military Programs will provide a copy of the orders and written official leave of absence request (if applicable) to the Office of Graduate Studies or Office of Undergraduate Academic Resources and the Office of Financial Aid, if the student has a scholarship or other financial aid. The Coordinator of Military Programs will notify the faculty members in all courses in which the student is enrolled and will assist with arrangement of course completion options and a written official leave of absence (if needed). It is generally the student’s responsibility to work directly with faculty members to determine appropriate course completion options.

**Note:** Should the student not be capable of providing a copy of such orders to the Coordinator of Military Programs due to the immediacy of the military assignment, s/he must submit official orders, 1) upon return to school, or 2) while on duty. The University can only consider request for changes to grades or tuition charges with official military orders. The University will make appropriate changes to the student’s records once the official orders are submitted.

**Course Completion Options**

- Faculty are urged to work with a student who has received military orders to enable the student to complete the course work whenever it is reasonably feasible for the student to do so
- If a student receives military orders for an extended period of time and it is highly likely that the student will miss most of the class sessions in the course, the student would be well advised to drop the course
- If the student receives military orders late in the term, faculty members may offer the student the option of an incomplete if such an option is academically appropriate

**Other Academic Matters**

- Service members and reservists who are temporarily unable to attend class or have to suspend their studies due to service requirements are allowed to re-enter a program provided that satisfactory academic progress is being made by the service members prior to suspending their studies. Students’ re-entry or readmission to the University shall be governed by existing policies for re-entry or readmission
- While graduate students are on a leave of absence due to military deployment, their time away from the University will not count as part of the time limit set for degree completion

**Administrative Matters**

- A student who is forced by virtue of military orders to drop selected courses or withdraw from a term should receive a 100% refund of any tuition the student has paid for the courses dropped or withdrawn.
Refunds of tuition and fees paid by financial aid or other third parties will be handled by the Bursar and the Office of Financial Aid so as not to disadvantage the student, but in accordance with applicable regulations

- A student on financial aid who is forced by virtue of military orders to drop selected courses or withdraw from a term should not be penalized in terms of financial aid eligibility, making academic progress, or other financial aid criteria
- If a student has arranged to attempt to complete a course and finds that the nature of the military service prevents the student from completing the course work, the student should notify the faculty member and the Coordinator of Military Programs and request their assistance in determining and implementing an appropriate course of action (e.g., requesting an incomplete, dropping the course, and written official leave of absence if needed)
- A student can appeal any administrative decisions that result in his/her required participation in military orders by requesting the procedures for doing so from the Coordinator of Military Programs.

**Important Considerations Before Taking a Leave of Absence**

**Finances**
Outstanding debts must be cleared with the Bursar’s Office before going on Leave. A student’s Leave application will be accepted even if they owe money to the University, however, students will not be allowed to register for future terms if they have any outstanding debts to DU.

Students should be clear about the impact on loan repayment requirements as well as scholarships, teaching assistantships, and other forms of University aid. While on a Leave of Absence, students are not eligible to receive financial aid. In addition, student loan repayment terms may be impacted and in some cases repayment may begin when a student goes on Leave. It is the students’ responsibility to notify the lender they are taking a Leave of Absence and will not be enrolled in school.

Students should apply for financial aid well in advance of the quarter they expect to return to school so their disbursement is available at the beginning of the quarter. Contact the Office of Financial Aid for additional information at du.edu/financialaid.

**Transfer Credit**
If a student intends to take courses at another institution while on Leave, they must follow all procedures for pre-approval of the course(s) as outlined by their particular program policies.

**Contact Information**
It is university policy that students maintain a preferred off-campus address and email account. It is each student’s responsibility to keep both a current mailing address and email address updated while on leave. If a student’s address changes while on leave, the address should be updated through PioneerWeb.

It is each student’s responsibility to keep both their mailing address and email address updated while on Leave. If a student’s address changes while on Leave, it is the student’s responsibility to update the address on PioneerWeb or contact the appropriate office with the new information.

**Students with Conduct Violations**
Students who have outstanding judicial sanctions or actions due to violations of the Student Code of Conduct will not be considered in good standing with the University of Denver and must first be cleared by the Office of Citizenship and Community Standards before they may be readmitted to DU. Please contact the office of Citizenship and Community Standards with any questions before applying for a Leave of Absence.

**Returning to the University**

1. As a condition of accepting a medical leave, before the student’s return to the University, the student agrees to:
   - Obtain appropriate medical treatment
Submit medical documentation from an appropriate health care provider to the Executive Director of Academic Resources a minimum of six weeks prior to the quarter for which the student plans to return.

The documenting letter must be signed, dated, and on the healthcare provider’s letterhead addressing every item in the healthcare questionnaire found at:

\[du.edu/studentlife/advising/media/treatinghealthcareprofessionalform.pdf\]

- Please note: Students must also complete a HIPAA-compliant consent form with their healthcare provider to give permission to the University’s Health and Counseling Center and Student Life for release of the information by the provider. Students get this form from their treating provider.

2. The student must also complete an Application to Re-Enter found at:
   \[du.edu/studentlife/advising/policies-forms/re-entry-form.html\] and the questionnaire found at

3. If the student attends other colleges or universities while away from DU, transcripts from each institution must be submitted.

4. The Associate Vice Chancellor for Student Life, Executive Director of Academic Resources in consultation with the University’s Health and Counseling Center’s Executive Director, Medical Director, and Director of Counseling or their designee has final determination as to whether the documentation the student has submitted is sufficient.

5. With appropriate medical documentation per the requirement above, the student is eligible to resume studies within a 5 year period unless they are on suspension or have been dismissed from the University. However, the University cannot guarantee that merit-based financial aid will be awarded. If the student is away from DU for an extended period, it may be difficult for the student to finish the initial degree program, since the curriculum changes over time.

**Note:** If the student has been away from the University for 5 years or more, then the student also has to go through the readmission process through Undergraduate Admissions and there are no guarantees for readmission to the University

**Tuition Refund**

Tuition and fee refunds will be prorated. A student will be responsible for the tuition for all full weeks of attendance. Proration will begin after the 100% drop/add period published by the Registrar’s Office. Each subsequent week for the standard 10-week quarter will result in a 10% reduction of the refund amount. For instance, if a student begins leave in week 3 they are eligible for a 70% refund. For other interterms and summer term refunds will be determined based on the term length and course start date. Refunds will be based on the last date of attendance at an academically related activity in combination with the date the condition was officially recognized by a healthcare provider.

**Note:** withdrawing prior to week 6 may impact a student’s federal financial aid award, please contact the Office of Financial Aid for more information.

**Mandatory Withdrawal Policy**

A student will be subject to mandatory withdrawal if either the Associate Provost for Academic Programs, or their designees, in consultation with appropriate university administrators, concludes that the student, by probable cause, engages or threatens to engage in behavior which:

- poses a significant danger of causing imminent physical harm to the student or to others, or which causes the student to be gravely disabled, or
- substantially impedes the lawful activities of other members of the campus community, or
- reasonably indicates that the student is unable to maintain academic progress at the University

Except in emergencies (see the Mandatory Interim Emergency Withdrawal Policy) at least seven days advance notice will be given to the student if she/he may be subject to mandatory withdrawal. The time and place of the informal hearing will be included in the notice.
The student may be asked to undergo a physical or psychological evaluation to assist the Associate Provost in his / her determination. A student who does not complete a requested evaluation may be withdrawn pursuant to the emergency policy.

After at least seven days, an informal hearing will be held, wherein:

- The Associate Provost or his / her designee and the Director of Health and Counseling Services will review any physical or psychological evaluation that they may have and give the student the opportunity to review and discuss that evaluation.
- The student may be accompanied by medical or mental health professional, faculty member, or another person of his / her choice who may serve as an advocate.
- A decision regarding continuance or withdrawal from the University will be made by the Associate Provost or his / her designee.
- A statement of reasons will be made and filed with the student’s record for any decision requiring a student’s mandatory withdrawal from the University. These requirements may include a mandatory period of separation from the University to allow for treatment and recovery. Record of the withdrawal will be released only under circumstances described by the Federal Educational Rights and Privacy Act (FERPA).

**Mandatory Interim Emergency Withdrawal**

An interim emergency withdrawal may be implemented immediately by the Associate Provost for Academic Programs, or his / her designee if any of the following conditions are felt to be present:

- the student’s behavior poses a significant danger of causing imminent physical harm to self or others, or
- the student is gravely disabled, or
- the student is substantially impeding the lawful activities of other members of the campus community.

A student withdrawn on an interim basis shall be given an opportunity to appear personally before the Associate Provost or designee, within 48 hours from the effective date of the interim withdrawal in order to discuss the following issues only:

- the reliability of the information concerning the student’s behavior, and
- whether the student’s behavior poses a significant danger of causing imminent physical harm to self or others, or of substantially impeding the lawful activities of other members of the campus community.

A student subject to such an interim withdrawal may be asked by the Associate Provost or his / her designee to release and submit the following information prior to continuing his / her educational program and / or returning to campus:

- Written statement by an appropriate licensed health care provider, including:
  - A description of the problem(s) that led to the student’s interim withdrawal, including diagnoses, and indicating that the student, at the time of evaluation by the health care provider, is medically able to resume study at the University.
  - In addition, the health care provider must list any medications prescribed for the student, any side effects that may affect the student’s ability to attend and complete classes, whether any prescribed medications require monitoring, and the name of the treatment provider designated to monitor the medication.
- The student must sign a HIPAA-compliant consent form for release of the information by the provider.
- Submit a completed —Treating Health Care Provider Questionnaire form provided by the University.
- The name of a health care provider who is providing continuing treatment and / or may be contacted in an emergency.
- Releases of information signed for DU’s Health and Counseling Center and the Associate Provost’s office to consult with each other and with the treatment provider.

After reviewing the information, the Associate Provost or his / her designee may decide:
• to readmit the student
• to readmit the student pending the informal hearing, or
• to continue the withdrawal pending the informal hearing

**Permanent Withdrawal from a Program**
A student who wishes to permanently withdraw from a University College program must provide written notification to the University College Associate Dean of Admission & Student Services at ucolsupport@du.edu or University College, 2211 S. Josephine Street, Denver, CO, 80208. Students must be officially withdrawn from current quarter classes and have outstanding debts cleared with the Bursar’s Office before a permanent withdrawal request will be processed.

**Student Death Response and Notification Guidelines**
Please refer to the Office of Student Life for specific policies and procedures regarding university response to and notification of a student death. The website is: du.edu/studentlife

**REGISTRATION POLICIES**

**Registration**
For all registrations, please be aware that enrollments are determined on a first-come basis. Students are encouraged to register by the published registration dates. Failure to do so may result in the unavailability of a desired class or a more limited selection of class offerings from which to choose.

**Course Cancellations**
If a University College course is cancelled, the Student Support Office will contact enrolled students. Students will have the option of a complete refund, including fees, or switching to another class. University College cannot leave refunded tuition on a student’s account for a course to be offered at a later date.

**Waitlist**
If a class is full, students may either request to be placed on a waitlist by the Student Support Office, or if using Web registration, select ‘waitlist’ on the action dropdown box. If a seat opens in the class, students will be notified by email in the order of their position on the waitlist. After notification of an open position, students must register within 24 hours or lose their place on the waitlist. Students must be officially registered to attend class.

**Adding Courses**
Students are encouraged to register for courses by the suggested registration dates, but may enroll up to the day of the class. Students wishing to add a class after the class has begun may do so only with instructor permission. Students may not attend class without being officially registered.

Registration may be conducted via Telephone by calling 303-871-2291 or 1-800-347-2042; or online through PioneerWeb.

**Class Attendance**
Students must officially enroll for the courses they attend. A student cannot receive credit or a grade for a course without being enrolled in it.

Instructors have the right and responsibility to establish attendance policies for their courses. Students are responsible for informing instructors about their absence from class and for completing assignments given during their absence.

Non-attendance does not constitute an automatic withdrawal. Students must contact the University College Student Support Center to officially withdraw from a course. Students who do not officially withdraw from the course will be responsible for all tuition and fees associated with the course.
RELIGIOUS ACCOMMODATION POLICY

Faculty, staff, student organizations and other programming groups are strongly urged to be mindful of major holy days in their scheduling. A list of the most-frequently observed religious holidays can be found at: http://portfolio.du.edu/religiouslife. Please note this list is meant to be inclusive of most major religious traditions (although certainly not comprehensive) and religious holidays have no official status at DU. University policy grants students excused absences from class or other organized activities for observance of religious holy days, unless the accommodation would create an undue hardship. Faculty are asked to be responsive to requests when students contact them in advance to request such an excused absence. Students are responsible for completing assignments given during their absence, but should be given an opportunity to make up work missed because of religious observance.

Once a student has registered for a class, the student is expected to examine the course syllabus for potential conflicts with holy days and to notify the instructor by the end of the first week of classes of any conflicts that may require an absence (including any required additional preparation/travel time). The student is also expected to remind the faculty member in advance of the missed class, and to make arrangements in advance (with the faculty member) to make up any missed work or in-class material within a reasonable amount of time.

Examples of reasonable accommodations for student absences might include: rescheduling of an exam or giving a make-up exam for the student in question; altering the time of a student’s presentation; allowing extra-credit assignments to substitute for missed class work or arranging for an increased flexibility in assignment due dates; releasing a graduate assistant from teaching or research responsibilities, etc. The student must be given the opportunity to do appropriate make-up work that is equivalent and intrinsically no more difficult than the original exam or assignment. Faculty should keep in mind that religion is a deeply personal and private matter and should make every attempt to respect the privacy of the student when making accommodations (for example, it is not appropriate to announce to the class that a student is doing a presentation or making up an exam at a later date because of their religious observance).

If a student and course instructor cannot agree on an accommodation, the student may bring the matter to the Department Chair for a decision. Additional resources in resolving disagreements over accommodations include the University Chaplain, the Center for Multicultural Excellence, and the Office of Diversity and Equal Opportunity. If there is still no agreement, the student may bring the matter to the school or college dean’s office, where a final decision will be made. Students who believe they have been discriminated against on the basis of religion by the denial of a requested religious accommodation may contact the Office of Diversity and Equal Opportunity to learn about filing a discrimination complaint.

WITHDRAWAL/REFUND POLICY

Students who wish to withdraw from a class are encouraged to do so before the end of the term’s registration period. The refund on a class is dependent on the time in which the student officially withdraws with the University College Student Support Office. Any student withdrawing from their last class cannot withdraw online. New Students and those students withdrawing from all classes for the quarter must contact the Student Support Office. Students wishing to withdraw from a course must contact the Student Support Office at 303-871-2291, 1-800-347-2042, or ucolsupport@du.edu. Students withdrawing from all classes for the quarter must also fill out the Withdrawal Form available at du.edu/registrar/forms/index.html. Students should not assume that they have been withdrawn from a course for missing the payment deadline, telling the instructor they are dropping, or for not attending class.

Note: Students may not withdraw after the sixth week of the quarter without instructor approval. Students can withdraw weeks 7 and 8 with instructor approval. Students may not withdraw after the eight week of the quarter.

Refund Information
Students must contact the Student Support Center to withdraw from all classes for the quarter. Students who wish to withdraw from a class are encouraged to do so before the end of the term’s registration period. The refund on a class is dependent on the time in which the student officially withdraws with the University College Student Support
Center or on the Web. A student withdrawing from their last class cannot withdraw online. Students should not assume that they have been withdrawn from a course for missing the payment deadline, telling the instructor they are dropping, or for not attending class.

Refund Policy

10 Week Classes

100%  Class withdrawal during the first week of the quarter (M-F): class will not appear on transcript.

75%   Class withdrawal during the second week of the quarter (M-F): grade is recorded as a withdrawal (W) on transcript.

50%   Class withdrawal during the third of the third week of the quarter: grade is recorded as a withdrawal (W) on transcript.

0%    Class withdrawal beginning Monday of the fourth week of the quarter: grade is recorded as a withdrawal (W) on transcript.

Automatic withdrawal period is through the Friday of week six, which is the last day to drop via PioneerWeb without instructor permission. The grade is recorded as a withdrawal (W).

Course withdrawal during week seven and eight requires instructor permission. Instructor approval should be emailed to ucolsupport@du.edu. The grade is recorded as a withdrawal (W).

Class withdrawal is not permitted after the eighth week of the quarter. In extenuating circumstances students may petition the Associate Dean of Admission & Student Services and must provide supporting documentation.

5 Week Classes

100%  Class withdrawal during the first week of the quarter (M-F): class will not appear on transcript.

0%    Class withdrawal after the first week of the session: grade is recorded as a withdrawal (W) on transcript.

Withdrawal request for a 5 week course must be made prior to the end of the second week of the class.

Special Format Classes: Classes that are less than 10 weeks in duration.

100%  Class withdrawal prior to the start of the class: class will not appear on transcript.

0%    Class withdrawal after the start of the class: grade is recorded as a withdrawal (W) on transcript.

Withdrawal requests for courses that do not run in a 10 week format must be made prior to the start of class.

University College Withdrawal Form

Students who withdraw from all courses for a quarter must submit a University College Student Withdrawal Form to the Student Services office at the time of the withdrawal. This form can be obtained online on the Registrar’s website, du.edu/registrar/forms, or by contacting the Student Support Office at 303-871-2291, 1-800-347-2042, or ucolsupport@du.edu.

Tuition Appeals

In the case of extenuating circumstances that are beyond the student’s control, a student may appeal for an exception to the University refund policy. A student must officially withdraw from all courses (per withdrawal deadlines and policies) prior to beginning the appeals process. The statute of limitation for appeal is ninety days from the end of the quarter in which the courses for which the tuition being appealed were offered.

Informal Appeal/Automatic Refund
If a student drops all courses for a given term, an informal appeal for a full refund may be made to the Student Support Center. An informal appeal requires that the withdrawal is completed (per withdrawal deadlines and policies) and request for tuition refund is made prior to the end of the tenth week of the term. To be eligible for an automatic refund the condition for withdrawal must meet one or more of the following criteria and must be accompanied by appropriate documentation:

- **Serious illness or death of immediate family member that prevents the student from completing the course(s)**
  
  *Documentation:* (for illness) Letter on letterhead from the physician for physical illness or psychiatrist or other licensed mental health professional for mental illness.
  
  *Documentation:* (for death) Memorial Service folder, notice in the paper or copy of death certificate.

- **Job relocation or loss of employer reimbursement eligibility due to involuntary job loss.**
  
  *Documentation:* Letter on letterhead from immediate supervisor or human resource administrator.

- **Unexpected increase in job responsibilities, required change in work schedule, or required travel that prevents completion of all courses.**
  
  *Documentation:* Letter on letterhead from immediate supervisor or human resources administrator that specifies dates of increased workload or travel.

The documentation, as listed above, must be submitted to the Student Support Center prior to the end of the sixth week of the term. If conditions do not merit an automatic refund, the student may make a formal appeal. The Associate Dean of Admission & Student Services or Bursar's Office staff reserves the right to request that a formal appeal be made if, in their judgment, conditions and/or documentation are inappropriate or dubious.

**Formal Tuition Appeal**
In cases where circumstances do not fit the criteria for an informal appeal, the end of quarter deadline has passed, or an informal appeal is not accepted, a formal appeal for full or partial refund may be filed. Petitions are filed through PioneerWeb. Select the Student tab, locate Documents/Requests in the upper right hand section of the page and select Request for Tuition Appeal. Completed forms and support documentation must be submitted to the Bursar's Office. Petitions are reviewed and decided by the Tuition Appeals Committee, which meets once per month. The decision of the Committee is final and is communicated to the student by letter.

*Note:* In accordance with Federal, State and Institutional regulations, approval of an appeal may require forfeiture of any financial aid proceeds received, which may result in an outstanding balance owed to the University.

**Student's Financial Liability**
It is the student's responsibility to know and abide with the University's payment and refund policies. By completing registration, you agree to pay the total amount of tuition and other charges set forth, whether or not you attend these courses. It is your responsibility to drop any courses you do not attend, or do not plan to complete.

**UNDERGRADUATE GRADES AND QUALITY OF WORK**

**University Grading System**
The following grading scale is used at University College:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Grade</th>
<th>Grade</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>A (4.0)</td>
<td>A- (3.7)</td>
<td>B+ (3.3)</td>
<td></td>
</tr>
<tr>
<td>B (3.0)</td>
<td>B- (2.7)</td>
<td>C+ (2.3)</td>
<td></td>
</tr>
<tr>
<td>C (2.0)</td>
<td>C- (1.7)</td>
<td>D+ (1.3)</td>
<td></td>
</tr>
<tr>
<td>D (1.0)</td>
<td>D- (0.7)</td>
<td>F (0.0)</td>
<td></td>
</tr>
</tbody>
</table>

I (Incomplete)
W (Withdrawn; hours do not count in the computation of the grade point average)
NC (No Credit)

**Course Grading Scale**
The University College course grading scale will be posted in every course syllabus and is as follows:

A  94 – 100  
A-  90 – 94  
B+  87 – 89  
B   84 – 86  
B-  80 – 83  
C+  77 – 79  
C   74 – 76  
C-  70 – 73  
D+  67 – 69  
D   64 – 66  
D-  60 – 63  
F   59 and below

**Reporting Grades**
It is critical that grades be reported for all registered students in a timely fashion. For federal financial aid purposes, Non-Reported grades may be considered as Failing. This can result in financial obligations for the student.

**Never Attended**
A Never Attended (NA) grade will be assigned to students who registered for a class (and appear on the roster) but never attended the class. Never Attend grades will convert to marks of Failing when grades are verified by the Registrar’s office.

**Failing Grades**
If a student ceases attending class or submitting assignments (and has not earned a passing grade), and if the student has not made arrangements for an incomplete (I), a failing (F) grade will be assigned.

**Withdrawal (W)**
Official withdrawal during the second to sixth weeks of the quarter will automatically result in the recording of grades of Withdrawal (W) for all courses. If a student fails to complete a course and does not officially withdraw, a grade of (F) will be recorded on the transcript.

**IP, NR and Incomplete Marks**
Markers of IP (In Progress) or NR (Non-Reported) for courses on the transcript will turn to marks of Failing upon graduation if no grade has been assigned for the course. The grade of Incomplete (I) is discussed more fully below.

**Last Date of Attendance Policy**
Federal financial aid rules require institutions to record a student’s last date of attendance if the student ceases attending a class.

**Non-Passing Grades**
Students who receive non-passing grades often have all non-passing grades for a term. By federal financial aid rules, the University must consider those students to have withdrawn from the University. If DU does not have accurate records, the University and the student may face financial obligations for federal financial aid.

**Grade Reports**
Students may view grades for courses on PioneerWeb. Grades are available as soon as they are validated in the Office of the Registrar. Privacy regulations do not permit the University to release grades over the telephone. It is the student’s responsibility to check his/her transcript to ensure that grades are recorded appropriately for completed courses.
Requests to have grade reports mailed are valid through the summer term and must be renewed each academic year. Requests for mailed grade reports must be received by the last day of classes for the academic term. Grade Report Mailer forms are available in PioneerWeb under the University College tab.

**Incomplete “I” Grade Policy**

An Incomplete “I” is a temporary grade which may be given at the instructor’s discretion to a student when illness, necessary absence, or other reasons beyond the control of the student prevent completion of course requirements by the end of the academic term.

**Incomplete grades may be given only in the following circumstances:**
- The student has attended and successfully completed at least 80% of the course and course requirements
- The student’s work to date is passing
- An illness or other extenuating circumstance legitimately prevents completion of required work by the due date
- Required work may reasonably be completed in an agreed-upon time frame
- The incomplete is not given as a substitute for a failing grade
- The incomplete is not based solely on a student's failure to complete work, or as a means of raising his or her grade by doing additional work after the grade submission deadline
- The student initiates the request for an incomplete grade before the end of the academic term
- The instructor and student complete the “Application for Incomplete Grade” form before the end of the academic term

Appropriate grades must be assigned in other circumstances. A failing grade and last date of attendance should be recorded for students who cease attending class without authorization. Students who are unable to complete a course and who do not meet these circumstances should consider dropping the course.

**The “Application for Incomplete Grade” Form**

Application may be obtained on the web at du.edu/registrar or in the Office of the Registrar.

**The Following Provisions for Incomplete Grades Apply:**
- The instructor submits the final grade on the “Application for Incomplete Grade” form used to approve the Incomplete grade. Instructors are encouraged to submit a file copy when the Incomplete grade is assigned
- It is in the student’s best interest that incomplete grades are made up by the end of the following academic term. Incomplete grades must be made up and final grades submitted within one calendar year from the date Incomplete was recorded. Only under the most extenuating circumstances may an Incomplete be made up more than one calendar year from the date it is recorded and only with a dean’s approval
- The course work may be completed while the student is not enrolled
- Incomplete grades appear on the transcript for one year. Incomplete grades do not affect the grade point average. After one year, or at the time of graduation, Incomplete grades will change to ‘F’ and affect GPA
- This policy affects Incomplete grades given in Fall 1995 and thereafter. Prior to 1995, unchanged incompletes remain on the permanent record as part of hours attempted and are calculated as a failing (F) grade in the GPA
- An Incomplete grade may not be considered passing for purposes of determining academic standing, federal financial aid eligibility, athletic eligibility, or other purposes
- Notation of the original incomplete status of the grade remains on the student’s transcript along with the final grade
- An Incomplete should not be assigned when it is necessary for the student to attend additional class meetings to complete the course requirements. Students who receive an incomplete grade in a course must not reregister for the course in order to remove the "I"
- An Incomplete should not be assigned where the normal practice requires extension of course requirements beyond the close of a term, e.g., thesis or project type courses. Rather, the course should remain ungraded until the project is complete

**Grade Point Average**
The grade point average (GPA) is determined by multiplying the credit points (for example: B+ = 3.3) by the number of credit hours for each course. Add up the total credit hours attempted, total the credit points, and divide the number of points by the number of hours. Grades of I, IP, NC, NR, W, NP or P are not included in the grade point average. Incomplete grades not completed by the assigned completion dates will become a failing grade. All grades for repeated courses are included in determining the GPA. Undergraduate, graduate and specific program GPAs may be calculated separately.

**Good Academic Standing**
Undergraduate students must maintain a GPA of 2.0 or higher to be in good academic standing.

**Grade Point Average Below 2.0**
Any undergraduate student whose overall GPA falls below a 2.0 is no longer in good academic standing and may be warned, put on probation, suspended or terminated, depending upon the grade point deficiency. It is the program’s responsibility to inform the student of the deficiency and the student must contact his/her advisor to develop a plan to remedy the academic deficits. After two quarters of deficit within a one year time frame, or in the opinion of the student’s advisor, department chair and/or dean, the student is incapable of raising his/her GPA to 2.0, or finishing requirements for the degree, the student may be terminated from the program.

Students whose GPA falls below a 2.0 may not be eligible for some types of federal financial aid. See the policy on Satisfactory Academic Progress (SAP) or contact the Office of Financial Aid for details.

**Grade Changes**
Grades submitted by instructors at the end of the quarter are final and are not subject to change. Grades cannot be changed on the basis of a second trial, such as a new examination or additional work undertaken or completed after the grade report has been recorded, or by retaking the course. An instructor of a course is the only individual who can change a grade. Please see the Procedure for Academic Grievances section of this manual for more information.

**COURSE WORK**

**Course Number Designation**
Undergraduate credit cannot be earned in courses numbered above 4000. Only 1000-3000 level classes may be applied toward bachelor’s degree requirements unless an approved exception is on file. All 1000, 2000 and 3000 level classes are averaged into the total undergraduate GPA.

Course numbers consist of a three or four letter subject code that identifies the academic unit offering the course, followed by four numbers that indicate the level of the course:

- Pre-collegiate or remedial courses 0001-0999
- Undergraduate courses (lower division) 1000-1999
- Advanced (upper division) undergraduate courses 2000-2999
- Advanced undergraduate and certain graduate courses 3000-3999
- Graduate Courses 4000-6999

**Course Work Accepted for the Degree**
An overall grade point average (GPA) of 2.0 is required to meet degree requirements. Credits in the major area must be earned at the level of “C-” (1.7) or better. Courses in the core curriculum or elective offerings, in which a student receives a passing grade (“D-” or better), will be counted as meeting degree requirements and cannot be repeated for credit. The average is determined on the basis of the University’s grading system. A grade of “C-” or better is required in the Writing Workshop.

Any student whose overall grade average falls below a 2.0 may be warned, put on probation, suspended or terminated, depending upon the grade point deficiency.

**Repeating Courses**
Unless it is specifically designated as repeatable, a course in which the student has received a passing grade may not be repeated for credit.

Students who earn a “D” or below in their major area may repeat the class once to improve the grade, but may not apply the hours of the repeated class toward the total hours required for the program. The second grade received, if “C-” or better, fulfills requirements. Courses in the core curriculum or elective offerings, in which a student receives a passing grade (“D-” or better), cannot be repeated for credit.

If a non-repeatable course is taken again, the regular tuition rate is paid and the course is counted as part of the total credit load. All grades are counted in GPA calculations. The highest grade received in the repeated course fulfills the degree requirements, but hours earned toward degree requirements are counted only once.

All repeated courses appear on students’ transcripts. Automated advising tools (e.g. the Academic Progress Report) may show only the course with the highest grade.

**Auditing Courses**

Auditing University College courses is not an option. Students must be registered for a course in order to attend.

**Non-Credit Courses**

BACP courses are not available for non-credit.

**Concurrent Registration**

Students wanting to enroll in courses at another institution while accepted at DU must petition the Academic Exceptions Committee. No transfer credit is allowed for courses carried concurrently without prior permission. The total study load allowed may not exceed 19 quarter hours. Courses taken concurrently must not be available at the University of Denver.

**Independent Study**

Independent Study provides opportunities for students to do special work under individual supervision in areas not covered by class offerings. Projects must be undertaken within the academic term in which they are registered. Independent study may not be taken instead of, or to modify, a regular course offered by a department. Independent studies must be approved by the instructor and academic director.

- Independent study projects appear on the student’s transcript with the specific topic as the course title
- Academic grades (A-F) are assigned
- Projects must be undertaken within the academic term in which they are registered
- The student must be in academic good standing
- Independent study may not be taken instead of, or to modify, a regular course offered by a department
- No more than 10 credit hours of independent study can be applied to a degree. Exceptions may be made by the assistant dean of academics upon recommendation of the academic director
- Independent study is available to accepted University College degree students only. Exceptions may be made with special permission from the academic director or academic advisor

The Independent Study form, which can be obtained from the student’s academic advisor, must be signed by the appropriate academic director and faculty member, and submitted to the Student Support Office prior to registration.

**Directed Study**

A Directed Study course is a permanent catalog course delivered on an individual basis when the course is not offered that term. Directed studies are approved under extenuating circumstances to provide an opportunity to complete a required course.

- Directed studies must be approved by the instructor and academic director
- Directed study courses appear on the student’s transcript with a directed study course number and designation along with the course title
• Directed studies must be undertaken within the academic term in which they are registered
• There can be no change in the basic content of the course. In particular, this means the level, subject code, description, title, grading policy (A-F), credits, and course content cannot differ from the permanent course
• No more than 8 credit hours of directed study can be applied to a degree. Exceptions may be made by the assistant dean of academics upon recommendation of the academic director

The Directed Study form, which can be obtained from the student’s academic advisor, must be signed by the appropriate academic director and faculty member, and submitted to the Student Support Office prior to registration.

**BACP Students Registering for Graduate-Level Course**

Under special circumstances Bachelor of Arts Completion Program students may take graduate courses for undergraduate credit. The Academic Advisor can advise to specific situations in which this might be an option.

The Request for Graduate Course as Part of the Undergraduate Degree Form must be completed by the student and advisor and must be signed by the student, Academic Advisor, instructor, Academic Director, and Assistant Dean. Approval must be given by all of the above parties. The form must be completed and signed at least one week prior to the start of classes.

**Candidate Status and Completion of Course Work**

Degrees are not awarded automatically on completion of the required number of courses or hours of credit. A candidate’s graduation status is reviewed upon receipt of the Application for Graduation or upon request.

The Application for Graduation is available on PioneerWeb and must be submitted no later than the first day of the term, **two quarters in advance** of the anticipated graduation date. Prior to applying to graduate, students should verify that their curriculum record is accurate and up-to-date by checking their current curriculum on PioneerWeb under the “student” tab. Students should also meet with their academic advisor for a preliminary graduation review.

**Transcripts**

A transcript is a copy of a student’s academic record showing the academic status of the student at the time it is issued. Only 1000, 2000 and 3000 level courses will appear on undergraduate level transcripts. Courses at the 4000 level, dual bachelor’s and master’s courses, appear on graduate level transcripts. The official transcript includes the complete academic record of courses taken at the University of Denver.

Transcripts are available from the Registrar’s Office. However, transcripts and diplomas are not issued until all outstanding accounts with the University are paid. Students may check for current holds online. The Registrar’s office does not hold transcripts pending a change of grade. “Issued to Student” is stamped on official transcripts sent to or picked up by students. Unofficial transcripts can be obtained on PioneerWeb.

**TUITION AND TUITION PAYMENT METHODS**

**Tuition and Fees**

**Tuition Charges**

Tuition is charged at a per credit hour rate. Tuition charges are the same for all students whether residents or non-residents of Colorado. The University reserves the right to make changes in tuition charges or refund policies without advance notice.

**Technology Fee**

The University of Denver assesses a $4.00 per credit hour technology fee for all credit students. Our vision for the University of Denver emphasizes a learning environment greatly enriched by contemporary communication and computing technologies. University College believes that the assessment of a separate,
identifiable fee, rather than its inclusion as an intrinsic component of tuition costs, emphasizes the University’s public commitment and accountability with respect to technology.

**Student Activity Fees**
University College does not charge a student activity fee.

**Late Payment Fee**
Registered students for a given term who have not paid or made appropriate arrangements to pay their tuition may be assessed a late payment fee. Every 30 days thereafter an additional late payment fee will be assessed until the account is paid in full. A late payment fee equal to the greater of $75.00 or 1.5% of the unpaid balance may be assessed each month that a Student Account has an overdue outstanding balance.

**Student Financial Liability**
It is the student’s responsibility to abide by the University’s payment and refund policies.

If, after completing the registration process, the student does not withdraw from registration by the end of the fifth day of the term (defined as the 5th weekday from the start of the term, not the 5th class meeting), the student agrees to pay the total amount of tuition and other charges set forth. The student understands that if any payment is not made when due, or if the student withdraws, or is required to withdraw, from the University for any reason, then all remaining tuition and other charges are immediately due and payable. All amounts not paid when due may begin to accrue interest at the rate allowed by law. In addition, the student agrees to pay all collection costs and amounts. If the student has any overdue charges outstanding, the University may recover those overdue amounts by reducing any payments owed by the University to the student.

Students are not removed from classes based only upon non-payment. Students who do not officially withdraw from classes and do not attend have F grades assigned and may owe tuition and charges as specified above.

Students with a past due balance for a given term are not allowed to enroll in classes for any subsequent term. Grades, transcripts and other attendance certifications are withheld and a financial hold placed on the account until payment is received.

**Financial Responsibility Agreement Form**
The University of Denver requires all students to complete a Financial Responsibility Agreement prior to registering for courses. In addition to communicating financial expectations, the agreement provides links regarding course drop/withdrawal deadlines, refund schedules, and how to easily access student account information. To complete this agreement log on to PioneerWeb and click Student Financial Responsibility Agreement located under My Statement/Payment.

**Refund Information**
The date of withdrawal from a class from the University is the date that the Student Support office receives a written notification of withdrawal or the date the student drops the class using the Web.

In order for tuition charges to be reversed at 100% for complete withdrawals, University College students should refer to the specific refund dates posted on the University College website under Policies and Deadlines. Refunds are first applied to any obligations owed to the University, including charges with future dates.

**Tuition Payment Methods**
Tuition is normally due 10 days prior to the start of the quarter. Current billing information is also available at any time through myWeb. Students should check billing information on myWeb and submit payment prior to the start of the quarter. Payment options include:

- DUPay
- Cash, check, money order, wire transfer
- Employer reimbursed deferral
- Employer direct billing
- Financial aid
• Payment Plan through the DU Bursar
  o A $20.00 application fee will be charged per quarter. Please find the application form on the Bursar’s Office website.

Students should contact the University College Student Financial Services Office with billing or financial aid questions at 303-871-3945.

DUPay
The Bursar's Office uses the payment portal DUPay for all billing at the University of Denver. Students can make tuition payments and view statements or account details using this system, accessible via PioneerWeb. When a bill is ready to view, students will receive an email in their DU email account (available on Office 365). For more information about DUPay, please visit the Bursar's Office website: du.edu/bursar/payments/index.html.

Employer Reimbursement
Students who will be reimbursed by their employers are eligible to defer the reimbursed portion of their tuition each quarter. At the time of registration, students must provide the “Employer Reimbursement Payment Agreement” form stating the terms of reimbursement. The form is available on the University College website: universitycollege.du.edu/answers/registration/payment.cfm.

Upon registration, students are required to pay a non-refundable processing fee of $45 plus any tuition and fees that are not reimbursed by the employer. Deferred tuition is due several weeks after the end of each quarter to allow time for students to obtain reimbursement from their employers. Tuition must be paid in full by the due date, regardless of the assigned grade (including incompletes). Tuition deferral fees may not be deferred.

Employer Direct Billing
The University of Denver will bill employers who pay University College directly for employee tuition and fees upon request by the student. Each quarter, at the time of registration, students must provide a letter or form from their company authorizing billing and including the name and address of the person to whom the bill is to be sent. Students must also complete the Third Party Payment Agreement which can be found on the Bursar's website under Forms: du.edu/bursar/media/documents/tppa_generic.pdf.

Direct billing will not be initiated if company policy states that payment is contingent upon a particular grade received. Students who fall under this provision are considered to be employer-reimbursed. The student is responsible for payment of all charges not covered by the third party by the billing due date. If for any reason the third party does not pay the invoiced charges, the student is responsible for paying the outstanding balance.

Undergraduate Financial Aid
Financial aid for UCOL undergraduate students is available through Federal Direct Loans.

Federal Financial Aid Application
To apply for federal aid, a student must complete the Free Application for Federal Student Aid (FAFSA). Only U.S. citizens, permanent residents, and eligible noncitizens can submit a FAFSA. International students are not eligible.

The FAFSA is available on January 1st each year and is submitted online at fafsa.ed.gov. DU’s school code is 001371. The U.S. Department of Education Central Processing system receives and processes the FAFSA. Once the FAFSA is processed, the student receives an email that allows access to an electronic Student Aid Report (SAR). The SAR summarizes the FAFSA information and provides a dollar amount for the Expected Family Contribution (EFC). Students should review the SAR comments and make any necessary corrections. The DU Office of Financial Aid will receive the SAR information electronically from the U.S. Department of Education, thus students do not need to send DU a copy.
Each academic year financial aid applications are selected by the U.S. Department of Education for review. This process of review is known as verification. If a student is selected for verification, a comment will appear on the SAR. In addition, the Office of Financial Aid will send an email to a new student’s FAFSA email address or a continuing student’s DU account requesting verification documentation.

**Federal Direct Loans**

To qualify for Federal Direct Loans, students must be accepted to a degree program and be enrolled at least half-time (6 credit hours or more per quarter.) To receive loans, a student must also make satisfactory academic progress (SAP) in his/her program of study, not be in default on an educational loan, and submit all required financial aid forms. Federal Direct Loans are the most common type of aid for undergraduate students. Eligibility is determined by information provided on the FAFSA. Awards are offered by the Office of Financial Aid.

For students needing additional funding, other financing options are available including payment plans, Federal Undergraduate Loans, and private education loans. For information on these options, please visit the Office of Financial Aid website at universitycollege.du.edu/answers/financial-aid/

**Satisfactory Academic Progress (SAP)**

Federal regulations require the Office of Financial Aid at the University of Denver to monitor the academic progress of all students receiving financial aid toward the completion of their degree. This process is called SAP. The SAP policy is enforced in conjunction with all other University policies and procedures, including the academic suspension policy. For the full SAP policy, refer to the Financial Aid website.

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**ADVISING SERVICES**

The mission of the University College Advising Department is to provide guidance and tools to University College students that allow them to achieve their educational goals. To help students with their academic program, University College Academic Advisors are available to assist students by:

- explaining program requirements and assisting with course selection
- providing support and outreach to students with academic difficulty
- counseling students on appeals procedures
- assisting with program changes
- helping students become active and strategic learners
- establishing student connections to faculty and campus resources.

Academic advising is available to all students at University College. Students may schedule an appointment with their academic advisor on PioneerWeb or by calling the Student Support Center at 303-871-2291 or 1-800-347-2042. To schedule an advising appointment, log into PioneerWeb and select the Student tab. In the right column, choose University College under the “Make an Appointment” area. Students can choose if they would prefer an in-office or phone appointment and then check for availability by day and time.

Students should prepare for academic advising appointments by maintaining copies of their official Degree Plan, degree requirements, schedules, and other reference materials supplied by University College. If unable to meet during a scheduled appointment, please notify the academic advisor as soon as possible.

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**GRADUATION**

**Degree Completion Requirements**

Students may not receive a University of Denver degree without completing all requirements. Students may not receive a degree with fewer than the published number of credits or with a cumulative GPA below the 2.0, the
minimum required for a degree. It is the student’s responsibility to ensure that all graduation requirements have been met.

An applicant for any undergraduate degree must file an application for graduation at least three quarters before the intended quarter of graduation. Students must submit an “Application for Graduation” form (available on PioneerWeb).

Prior to applying to graduate, students must meet with their academic advisor and verify that their curriculum record is accurate and up-to-date. The final responsibility for completing graduation requirements rests with the student.

**Commencement Ceremonies**

Formal Commencement ceremonies are held at the University of Denver at the end of the spring and summer quarters. Participating in commencement does not constitute official graduation. It is a celebration that signifies the completion of the appropriate degree requirements and has no academic or legal implications.

**Commencement Program**

The Commencement program lists the names of all graduation candidates who applied at the appropriate time to receive degrees at that specific Commencement ceremony. The appearance of a name in the program does not guarantee a student’s graduation at that time unless all degree requirements have been completed.

**Spring Commencement**

Commencement occurs at the end of the spring quarter, normally in early June. Students who have completed all graduation requirements during autumn, winter, or spring quarters of the current academic year are invited to participate in the ceremony.

**Summer Commencement**

Summer Commencement occurs at the end of summer quarter, normally in mid-August. Students who have completed all graduation requirements during summer quarter are invited to participate in the ceremony.

**Request to Participate in Commencement Ceremony for Students Not Graduating**

Students who have not completed their degrees may request to participate in the Undergraduate Commencement Ceremony only if the following parameters have been met:

1. You must have filed an application for graduation within the required time frame.

2. You must be a graduation candidate for the subsequent quarter (i.e. to walk in spring you must be a candidate for summer graduation; to walk in summer, you must be a candidate for fall graduation.)

   Candidacy for graduation requires the following:

   - You must have completed all non-coursework requirements (independent studies two weeks prior to the end of the quarter)
   - You must be within 2 courses of completing your degree, including resolving any incomplete grades
   - You must be registered for your final requirements in the subsequent term

Forms requesting to “walk” in either the spring or summer commencement ceremonies should be returned to the University College Graduation Officer for University College and Associate Provost for Academic Programs’ approval. Students may be approved to “walk” in commencement up until the end of the term, but a student’s name may not appear in the commencement program for requests received one month prior to the commencement ceremony.

**Diplomas**

A diploma is a ceremonial university document which verifies that a degree has been granted to the student by the University. Diplomas are not issued until all degree requirements are complete, grades are posted, outstanding accounts with the University are paid, and any holds are cleared. Students may check for any holds and posting of grades on their student record online.
Diploma Name Policy
The student name listed on a diploma match the official name on file at the University (first name, middle name, last name) with the following exceptions:

- option of first name or initial
- option of diminutive or alternate form for the first name
- omission of the first name when the middle name is used as a salutary name
- option of middle name or initial
- omission of the middle name
- inclusion of former or maiden name(s)
- inclusion of proper capitalization and accentuation of name
- inclusion of Hispanic maternal surnames

Neither titles nor degrees previously earned will be included as part of a graduate's name on a diploma.

ACADEMIC EXCEPTIONS, APPEALS AND GRIEVANCES

Academic Exceptions Committee
The Academic Exceptions Committee is a committee of faculty and staff chaired by the Associate Provost for Academic Programs.

Because the Exceptions Committee represents the interests of the Undergraduate Council, decisions of the Exceptions Committee are final. The Exceptions Committee re-considers its decisions only on the basis of new information not previously available to the Committee.

Undergraduate students seeking exceptions to academic policy at the University can obtain advising and instructions about completing a Petition for Exception to Academic Policy form from their academic advisor or the University College Student Support Center. Petitions involving exceptions must include appropriate supporting documentation.

Purview
Academic policies define institutional standards and ensure equitable treatment of all students. All students are expected to observe the academic policies and practices of the university. However, in instances of documented extraordinary circumstances, a student may request an exception to a policy or practice. The Academic Exceptions Committee considers requests for exceptions to university-wide policy affecting BACP students. Permission to deviate from university policies is not granted automatically or perfunctorily. Each request is considered on its merits. Decisions are made on the academic basis of the petition and requests granted when approval does not weaken the integrity of the academic program. While the committee is cognizant of the hardships that students may face, petitions based primarily on cost or convenience considerations will not be approved.

Petition Process
Students must initiate petitions online using PioneerWeb.

Required Documentation
A valid petition includes, at minimum, the official online request submission, written documentation from the student, the student’s academic advisor and/or department director, and, if the request is in regards to a class, the instructor of the course being petitioned. Additional documentation may be required before the petition can be reviewed.

It is the responsibility of the student to ensure that all documents are submitted in a timely fashion by the first of the month. A student has two weeks from the initial submission to complete their petition. If, at the end of two weeks there are still outstanding documents, the petition will be archived and no further actions will be taken. Students must work with University College to ensure timely and complete submissions of documentation for their petitions.
The documentation must be submitted to the Academic Advising at The Center for Academic and Career Development office **no later than the first day of the month.** Documentation submitted electronically and email correspondence with the Committee representative should be sent to advising@du.edu. The Associate Provost for Academic Programs, or the Associate Provost’s designee, has final determination as to whether the documentation the student has submitted is sufficient.

**Petition Review and Status**
Petitions are reviewed and decided by the Associate Provost for Academic Programs and the Academic Exceptions Committee, which meets once per month during the regular academic session. The Committee does **not** meet during the summer or interterm periods. Petitions submitted during interterm periods are reviewed at the discretion of the Associate Provost for Academic Programs.

To check the status of a petition online, go to PioneerWeb and navigate using the instructions listed above. At the last step, select “View Academic Exceptions.” It is the responsibility of the student to check the status of their petitions and respond to requests by the Committee representative. The student will be notified (via PioneerWeb) of the decision of the Associate Provost and/or the Academic Exceptions Committee within one week of when the request was reviewed. The decision report will also be emailed to University College.

**Statute of Limitations**
The Committee will not consider petitions for policy exceptions more than one calendar year after the completion of the quarter in question or once a student’s degree has been certified and posted to the transcript.

A student has two weeks from the initial submission to complete their petition. If, at the end of two weeks there are still outstanding documents, the petition will be archived and no further actions will be taken.

**Prohibited Exceptions**
Exceptions to university policies will be considered only if there is no university prohibition against deviating from regulations. The University prohibits exceptions regarding the following:

- Late registration for courses students have sat in on but were not enrolled for. Students should not be permitted to attend courses for which they have not registered
- Removal of markers of Withdrawal (W) from the student’s record. Notations of Withdrawal (W) do not impact the student’s GPA and are official markers of University registration transactions
- Waivers of graduation requirements. Students may not receive a University of Denver degree without completing all degree and credit hour requirements or with a cumulative GPA below the minimum required for their degree program

**Common Items for the Academic Exceptions Committee Review**
The Academic Exceptions Committee will review the following requests in addition to any issues referred to the Committee by the Associate Provost.

**Changing Course Registration after the Close of a Term**
The Committee will consider retroactive adds or drops **only** in the event of extenuating circumstances beyond the student’s control:

- An error on the part of the University in registration
  *Documentation*: Letter(s) on institutional letterhead from an appropriate University authority
- Registration for the wrong course or course level
  *Documentation*: Letters(s) on institutional letterhead from an appropriate University authority
- The student registered for but never attended the course
  *Documentation*: Letter(s) on institutional letterhead from an appropriate University authority
• Erroneous re-registration for the same course for which a student already received an Incomplete (I) grade.  
  *Documentation*: Letter(s) on institutional letterhead from an appropriate University authority

• Physical injury/illness and/or mental illness which prevents the student from completing course(s)  
  *Documentation*: Letter(s) on letterhead from the physician for physical injury/illness or psychiatrist or other licensed mental health professional for mental illness. The letter(s) must specifically state that the student was advised to withdraw due to injury/illness

• Serious illness or death of immediate family member that prevents the student from completing the course(s)  
  *Documentation (for illness)*: Letter on business letterhead from the attending physician for the physical illness or psychiatrist or other licensed mental health professional for mental illness  
  *Documentation (for death)*: Memorial service folder, obituary, or copy of death certificate

• Job relocation or loss of employer reimbursement eligibility due to involuntary job loss  
  *Documentation*: Letter on business letterhead from immediate supervisor or human resources administrator

• Unexpected increase in job responsibilities, required change in work schedule, or required travel that prevents completion of course(s)  
  *Documentation*: Letter on business letterhead from immediate supervisor or human resources administrator that specifies the dates of increased workload and/or travel

**Concurrent Enrollment and Residency Requirements**

Students may enroll elsewhere concurrently only if they are pursuing a requirement not currently offered at DU and if the concurrent enrollment doesn’t result in an unacceptable overload. Concurrent Enrollment must be preapproved by the program director prior in addition to the Undergraduate Academic Exceptions Committee.

Permission for concurrent enrollment or waivers of residency will **never** be allowed for financial reasons.

**Grades**

The Academic Exceptions Committee does not consider grade grievances or grade changes. Grade grievances are reviewed by University College program directors (see process below).

**Procedure for Academic Grievances**

Students may seek resolution of complaints or grievances through the Academic Grievance Procedure during their enrollment at the University of Denver.

University College may have additional requirements. It is the responsibility of the student to determine specific requirements and the responsibility of University College to ensure that those requirements are addressed prior to advancing the grievance to the Office of the Provost. In the event of conflict between any grievance process published in the University College Handbook or website, the process outlined in the Undergraduate Policy Manual will govern.

**Grievable Concerns**

**A.** These procedures may be used only by active students with the following concerns:

• A grievance regarding academic standing during their enrollment at DU

• An academic decision made by a faculty or staff member, administrator or committee of the University of Denver that directly and adversely affects the student—e.g., program termination, academic suspension, or removal from a course

• The grievance must be based on problems of process or concerns of bias, retaliation, or other impropriety and not on differences in judgment or opinion concerning academic performance

**B.** These Procedures may not be used to resolve the following concerns:
- appeals related to disciplinary actions taken by the Conduct Review Board
- grade appeals
- admission decisions
- appeals or grievances submitted beyond the published timeline

Formal Grievance Process

First Level: Informal Resolution

Students are expected to attempt to resolve complaints informally with the faculty or staff member, administrator or committee responsible for the academic decision. This attempt must include discussion of the complaint with the involved party or parties. *If all reasonable informal efforts to resolve a complaint fail, the student may file a formal grievance.*

If the complaint involves a charge of unlawful discrimination, the student may report the situation to an appropriate supervisor who must immediately notify the Office of Diversity and Equal Opportunity.

Second Level: Submission of the Formal Grievance to Program Director

If a student elects to file a formal grievance, he/she must do so within 45 calendar days into the next quarter after the contested decision or grade was officially recorded and during which the student is enrolled at DU. All grievances must be filed in writing, signed and dated by the grievant, and include supporting documentation at the time it is filed. The grievant must minimally provide the following:

- a clear description of the decision being grieved
- the basis or bases for challenging the decision
- the identity of the party or parties who made the decision
- the specific remedy or remedies requested
- a description of all informal resolution attempted

The decision of the Program Director must be issued in writing within 30 days of receiving the grievance and shall include all of the following:

- a copy of the student’s formal grievance
- relevant findings of fact
- decision and the reasons for the decision reached
- the remedy which is either granted or denied and/or any alternative remedies suggested

Third Level: Submission of the Formal Grievance to Dean

The party who finds the resolution unsatisfactory may appeal the decision in writing to the Dean of University College within five working days of receiving the Program Director written decision.

The Dean may render a decision on the matter or may refer the grievance to CASP (Committee on Academic Standards and Practices) to hear the matter. The student who lodges the appeal may designate one of the faculty members to serve on CASP. This member must be a University College faculty. Members of the unit involved in the grievance must recuse themselves if they are members of the standing committee.

The committee may, at its discretion, receive from the student, relevant faculty or staff members or other individuals, any additional evidence or argument that it deems necessary to resolve the grievance.

CASP will begin deliberations as soon as possible and provide the dean a written recommendation no later than 30 days after the date that the dean’s office received the written, dated request for appeal at this level.
The dean will make a final decision and distribute it to all affected parties within 5 working days after receiving the committee’s recommendation.

Fourth Level: Submission of the Formal Grievance to Provost

The party who finds the resolution unsatisfactory may appeal the decision to the Provost within 5 working days of receiving the dean’s decision. The Provost will hear only those grievances based on problems of process or concerns of bias, retaliation, or other improprieties and not on differences in judgment or opinion concerning academic performance. Within 5 working days after receiving the appeal, the Provost may refer grievance appeals to appropriate bodies or personnel. If the issue is referred to the Undergraduate Council, its Chair will appoint three members of the Council as a Grievance Committee to hear the case and shall designate one of the committee members to serve as Chair.

Anyone called upon by the Provost or his/her designee shall submit a written recommendation within 30 days of receiving the case. The Provost is the final authority in the matter and will report the disposition of the case to all involved parties within 30 days of receiving a recommendation from his/her designee.

Guidelines for Interpretation and Implementation

Scope of Review
Any University agent charged with reviewing a formal grievance may, at his or her discretion, gather additional relevant facts if necessary and/or meet with involved parties. The reviewer will base her/his decision on documented evidence.

Deviation from Procedures
These guidelines provide basic steps for resolving appeals and grievances. The steps may vary based upon the structure of the academic unit or the particularities of the situation. The provost or his/ her designee may choose to approve or may direct a deviation from these procedures, for example, postponement of a time limit or elimination or addition of a step in the process, in order to ensure an effective and timely resolution.

Grievance Record
Documentation in support of a grievance will be held by the person responsible for considering the grievance at that stage and passed along to the person responsible for the next step, if any. A record of meetings or interviews must be made and kept as part of the grievance record as well. The complete grievance record will consist of the original grievance, all documentary evidence and all formal decisions made at each step of the process.

Failure to Meet Deadlines
If after a formal grievance is filed, the University agent charged with review of the grievance fails to meet any deadline at any stage of the process, the grievant may proceed directly to appeal to the next higher University administrator in the manner prescribed by these Procedures, subject to the relevant time limitation calculated from the date of the missed deadline. The failure of any University administrator to meet any deadline shall not entitle the grievant to any relief requested, nor shall such a failure be construed as tantamount to a decision in the grievant’s favor. Any grievant who fails to meet the deadlines imposed by these Procedures will be bound by the decisions previously made.

Procedure for Grade Appeals

Guidelines for Interpretation and Implementation

Scope of Review
Grade appeals must be based on problems of process and not on differences in judgment or opinion concerning academic performance. The burden of proof rests on the student to demonstrate that one or more of the following occurred:
The grading decision was made on some basis other than academic performance and other than as a penalty for academic misconduct.

- The grading decision was based upon standards unreasonably different from those which were applied to other students in the same course and section.
- The grading decision was based on an unreasonable departure from previously articulated standards.

**Timeline**
The formal procedure must be started within 45 calendar days into the next quarter after the contested decision or grade was officially recorded and during which the student is enrolled at DU.

**Appeal Record**
Any appeal must be in writing, dated and headed with the words "Academic Appeal." Once a formal appeal is presented to a faculty member, it must be presented in its original form at all later levels of appeal, although new statements may be added at any time.

Any evidence and all direct and supporting statements once made, become part of the permanent record of the appeal and must be produced at each level of appeal.

At each level of appeal, a written, dated decision and written reasons for the decision must be provided to the affected party or parties—the student, the faculty member and any person who has rendered a decision at an earlier level of appeal.

Students are permitted to submit evidence in writing. At the discretion of the University, students may be invited to present their appeal in person.

**Grade Appeal Process**

**First Level: Appeal to the Faculty Member**

The student will, where possible, attempt to resolve the issue informally with the instructor before filing a written grievance. Should attempts at informal resolution fail, the student may wish to file a formal grade appeal.

After receiving a formal appeal, the faculty member shall assure that a written decision with express reasons is available or delivered to the student within 30 calendar days. Should the student fail to take further action within 7 calendar days after receiving the faculty member's decision that decision shall stand.

If the student is dissatisfied with the decision or does not receive a response from the faculty member within 30 calendar days, he/she may proceed to the second level of appeal.

**Second Level: Appeal to the Academic Director**

If the student elects to continue the appeal, he or she may appeal to the academic director. The director shall assure that a written decision or recommendation about the appeal is available or delivered with express reasons within 30 calendar days after receiving the appeal.

If the student is dissatisfied with the decision or does not receive a response from the director within 30 calendar days, he/she may proceed to the third level of appeal. Should the student or faculty member fail to take action on the academic director’s decision or recommendation within five class days following its receipt, the accepted recommendation of the faculty member or new decision by the academic director shall be final.

**Third Level: Appeal to Dean**
If the student elects to continue the appeal after the academic director’s decision or recommendation has been received, he/she may take the matter to the dean (or the dean's designee) within 7 calendar days.

The dean shall ascertain within 30 calendar days whether the appeal procedures at the first and second levels have been duly followed; if they have not, the dean will require that they be followed before taking further action.

The appeals committee shall consist of three faculty members chosen by the dean or the dean’s designee. The dean or designee shall serve on the appeals committee as chairperson without vote. All deliberations of the committee will be closed and confidential.

Faculty from the same program as the faculty member involved in the case may not serve on the appeals committee.

The appeals committee should meet as soon as possible, but no later than 30 calendar days after a written, dated request for appeal at this level has been received and the Dean has ascertained that appeal procedures at the first and second levels have been duly followed. The presence of all eligible committee members (the three faculty members and the dean or designee) shall constitute the quorum.

A written recommendation shall be furnished by CASP and transmitted through the office of the dean to all affected parties within 7 calendar days after the conclusion of the committee's deliberations.

The decision of the appeals committee is final.

**STUDENT BEHAVIOR AND CONDUCT**

**Honor Code**
All members of the University of Denver are expected to uphold the values of Integrity, Respect and Responsibility. These values embody the standards of conduct for students, faculty, staff and administrators as members of the University community. Our values are defined as:

*Integrity:* acting in an honest and ethical manner;
*Respect:* honoring differences in people, ideas and opinions;
*Responsibility:* accepting ownership for one’s own conduct.

The complete text of the Honor Code and honor code violation procedures relating to students is maintained by the Office of Student Conduct (OSC) and can be found on their website at: [www.du.edu/studentlife/studentconduct](http://www.du.edu/studentlife/studentconduct).

**Student Conduct**
Admission to the University carries with it the expectation that each student (including all part-time, undergraduate, graduate and non-traditional students) will be a responsible member of the campus community. By enrolling at the University, students assume the responsibility to observe the standards of conduct. By accepting the responsibility to respect the personal safety and individual rights of every member of the University community, each student is given the opportunity to pursue his/her education in an environment based upon mutual respect.

The University of Denver has a Code of Student Conduct to maintain the general welfare of the University community. The University is committed to creating a campus environment conducive to education, work, study and personal development. Specific information about student conduct, the honor code, student rights and responsibilities, ethical academic behavior and reporting academic misconduct as well as the complete text of the Code of Student Conduct can be obtained from the Office of Student Conduct or on their website at: [www.du.edu/studentlife/studentconduct](http://www.du.edu/studentlife/studentconduct).

**Disruptive Classroom Behavior**
The Code of Student Conduct addresses classroom behavior in the following manner: *Interference With University Functions*—Harassment includes unauthorized conduct of any kind which interferes with the ability of other students to pursue their education in designated environments (e.g., residences, study areas, campus or online classrooms, or libraries), the functioning of faculty or staff, or any other aspects of the University’s educational mission.

Individual instructors have the right to determine whether specific student behavior is disruptive. Instructors may require a student to leave an individual class meeting for disruptive behavior; however, instructors are not authorized to summarily remove a student from the course. Should such removal be deemed necessary, instructors must follow the procedure outlined below. In exceptional cases where a student’s presence is deemed an immediate threat to the instructor or other members of the class, instructors should immediately call Campus Safety at 303-871-3000.

If a student has repeatedly disrupted the class, either on campus or online, or if a student’s presence represents a significant impediment to the educational process, that student may be removed via an involuntary drop. The instructor should first meet with the student in an attempt to resolve the issue. Another faculty or staff member (including Student Conduct [OSC], Office of Undergraduate Academic Advising, or Campus Safety staff) may be asked to attend this meeting. If this meeting fails to resolve the situation, the instructor shall inform the student of his/her intention to seek an involuntary drop and provide the student an opportunity to drop the course voluntarily.

The instructor shall bring the matter to the office of the division or college dean prior to the class meeting following the instructor’s meeting with the student. In consultation with the instructor, the dean (or designee) shall determine whether to grant the request for an involuntary drop. The decision should be communicated to the student before the next scheduled class meeting and shall be communicated no later than one week from the instructor’s initial meeting with the student.

The student may appeal the decision to the Office of the Provost. This appeal must be submitted in writing no later than one week from the decision. Appeals shall only be considered in the following circumstances:

- The existence of procedural errors so substantial that the student was denied due process;
- A decision clearly not supported by the facts presented;
- Presentation of new and significant evidence that was not reasonably available at the time of the decision; and/or
- The decision is demonstrably arbitrary and capricious.

While an appeal is being considered, the student shall be restricted from attending the class from which he/she has been dropped. The appeal shall be considered and a decision rendered to the student no later than one week from its receipt by the Office of the Provost. This decision shall be final. Copies of all involuntary drop requests shall be provided to OSC, who shall determine whether disciplinary charges should also be filed. OSC shall generally defer to the recommendation of the course instructor. However, if the student has a previous disciplinary record, OSC reserves the right to take appropriate action regardless of the instructor’s recommendation. The course drop shall be effective from the date of the original decision and for all administrative purposes (e.g., transcripts, tuition refunds, etc.) shall be considered the same as if the drop had been voluntary.

Any questions about this process should be directed to the Office of Student Conduct.

**Academic Misconduct**

Each student understands, upon admission to the University, that they are required to uphold the provisions of the University of Denver Honor Code. These procedures apply to all students at the University of Denver, whether graduate or undergraduate, full- or part-time. Violations of the Honor Code include, but are not limited to, taking or attempting to take, or assisting someone else in taking or attempting to take, the following actions:

- **Plagiarism**: representation of another’s work or ideas as one’s own in academic submissions.
- **Cheating**: actual or attempted use of resources not authorized by the instructor(s) for academic submissions.
- **Fabrication**: falsification or creation of data, research, or resources, to support academic submissions.
Multip
le
Submissions: the submission of written work assigned for one course to a second course without having received prior permission from both professors. Upon instructor approval, the originally submitted written work must accompany the resubmitted paper.

Plagiarism

Definition
The University of Denver defines plagiarism as the presentation of another person's idea or product as the student's own. Plagiarism includes but is not limited to the following:

- Copying word-for-word all or part of another's written work
- Using phrases, charts, figures, illustrations, graphics, codes, music, mathematical, scientific solutions without citing the source
- Paraphrasing ideas, conclusions, or research without citing the source
- Using all or part of a literary plot, poem, film, musical score, internet website or other artistic product without attributing the work to its creator

Distinction between Degrees of Seriousness of Plagiarism
The University recognizes that plagiarism cases are rarely the same and that some are far more serious than others and believes consequences should reflect individual situations. To separate the less serious from the more serious, the following definitions are offered:

The most serious form of plagiarism is a failure to cite a source when the presenter intends for the reader to conclude that the idea or product is the presenter's own, for the purpose of taking credit for the idea or product. This form of plagiarism would be considered most serious.

Other forms of plagiarism include the failure to cite a source in such a way that a reasonable reader, given current academic standards for citation, would infer that the idea or product is the presenter's own. This form of plagiarism would be considered less serious.

Seriousness also varies according to the student and the assignment. Undergraduate freshmen are arguably still learning what academic integrity means and its importance in scholarship. At the other end of the spectrum, a graduate student finishing the degree requirements is accountable to the highest standards of scholarship. Regarding the assignment, plagiarism in a homework assignment would be considered a less serious breach than plagiarism in a capstone project.

Examples of Each Kind of Plagiarism
Most extreme form of plagiarism would include the following:
- Student lifts material from another source without proper documentation on exams, integrated projects, or dissertations

Serious forms of plagiarism would include the following (this form of plagiarism is a deliberate intention to deceive):
- Student downloads a complete paper from the internet and turns that paper in to the instructor as his or her own
- Student finds or borrows a paper from another student or a paper file and turns that paper in to the instructor as his or her own
- Student buys a paper from either an internet source or another student and turns that paper in to the instructor as his or her own
- Two or more students work together on a project and turn in a final text that duplicates ideas, expressions, organizational patterns, etc
- Student cuts and pastes internet sources into a test and hands in test as his or her own work
- Student gives his or her own prose, code, or images to another student, knowing or with good reason to know, that the recipient intends not to cite its sources
- During an exam, student copies directly from another student’s paper
Other plagiarism would include the following (this form of plagiarism may or may not have an intent to deceive):

- Student paraphrases someone’s work so that words are merely replaced with synonyms and does not cite a source, thinking it unnecessary
- Student uses a direct phrase or two or whole sentences from a source but does not cite the source, thinking it common knowledge
- Student relies on another source and follows the arrangement of another’s ideas throughout the project but does not cite the source (this may also be called “patch” plagiarism), thinking it unnecessary
- Student forgets to cite a source
- Student, because of clerical error, quotes a source but believed it was his or her own product

Possible Consequences of Each Kind of Plagiarism

For most extreme forms of plagiarism:
- Possible termination and/or expulsion from the University on first offense

For serious plagiarism (with intent to deceive):
- The faculty member may have the student redo the assignment, may fail the student for the assignment, may fail the student for the course, or take some other action as deemed appropriate by the instructor or academic unit. Documents are submitted to the office of Community and Citizenship Standards (CCS) for further action.

Other plagiarism (may or may not have intent to deceive):
- Faculty member will handle the situation with a student. The consequences may include the following:
  a) Having the student re-write the assignment
  b) Failing the student on the assignment
- Faculty member may recommend the case to the academic integrity committee of his or her academic unit. The consequences may include the following:
  a. Recommendation that student re-write the assignment
  b. Recommendation that student fail the assignment
- Faculty member may submit the student work to the office of Community and Citizenship Standards (CCS) and request “no further action” on the part of the CCS. Faculty member may request “action” on the part of the CCS.

Academic Dishonesty

A student can be prevented from dropping a course in cases of suspected academic dishonesty – even during the automatic withdrawal (W) period. In cases of suspected academic dishonesty, University College can reinstate a course that has been dropped without notification to the student. Once the case is heard by the Office of Student Conduct, and if academic dishonesty is determined, an instructor may assign a student a failing (F) grade for the course in question. A withdrawal (W) for the course is not honored. If the accused student is found innocent of academic dishonesty, and there has been an attempt to drop during the automatic withdrawal period, the drop is processed and a notation of withdrawn (W) assigned.

STUDENT RIGHTS AND RESPONSIBILITIES

The University of Denver complies with the Family Educational Rights and Privacy Act of 1974 (FERPA). Students have the right to inspect their educational records at the University and to request amendments to those records if they believe them to be inaccurate.

Student Rights Include:

University College BACP Student Handbook 44 Revised July 2017
- Receiving an explanation of expectations and requirements for successful academic achievement
- Receiving a fair evaluation of academic performance
- Receiving competent academic advising and instruction
- Receiving courteous, efficient and professional service
- Assuming confidential personal communications with instructors and University College staff

**Student Responsibilities Include:**
- Learning and following academic and administrative polices of University College and the University of Denver
- Inquiring about expectations and requirements if questions exist
- Meeting all contractual obligations with University College
- Contacting the instructor prior to or immediately following a missed class
- Respecting the rights of all students to learn and acting in accordance with the University of Denver Honor Code which describes University regulations and disciplinary process

The Code of Student Conduct can be reviewed by going online at: [du.edu/studentlife/ccs/index.html](http://du.edu/studentlife/ccs/index.html)

**TECHNOLOGY RESOURCES**

**Computer Requirements**
All University College courses have an online course component through Canvas, thus students are required to have computer access. University College recommends that students have a personal computer. Laptop requirements can be found on the DU website at: [du.edu/uts/laptops](http://du.edu/uts/laptops)

**VeriCite**
VeriCite is an online tool that provides originality checking to prevent plagiarism and encourage best practices for using and citing other people's written material. Given that VeriCite will be integrated directly into Canvas, the transition should be a smooth and seamless one for both faculty and students.

Click on the following link to access the Office of Teaching and Learning's VeriCite Guides: [http://otl.du.edu/knowledgebase/vericite-help/](http://otl.du.edu/knowledgebase/vericite-help/). These guides will provide you with step-by-step information on how to submit papers, view reports, save reports, and set up assignments.

**Course Schedules**
Course schedules, course descriptions, and registration information are available online at: [universitycollege.du.edu](http://universitycollege.du.edu)

**PioneerWeb**
The University of Denver is committed to making electronic availability of resources efficient and easy to access. PioneerWeb allows navigation to the most used areas on the DU network. PioneerWeb provides single sign-on access to DU email, myWeb, University College student forms, and more. It is web based, so students do not have to install additional software. To access PioneerWeb, students should click on the PioneerWeb link on the University College homepage or login directly at [PioneerWeb.du.edu](http://PioneerWeb.du.edu). To login, students must have their nine-digit DU ID and 8 character alphanumeric pass code. For first time users, the pass code will be month, day and year of birth (mm/dd/yy). Online classes are conducted on Canvas and are not accessible through PioneerWeb.

**Email as Official University Communication**
The University of Denver provides all students with a DU email address: firstname.lastname@du.edu and an Office 365 email mailbox. The DU email address is the official University of Denver means of communication, and will be used in campus applications such as online tuition bills (ecoBills), Canvas, Portfolio, and the online student directory. Students may elect to forward email from Office 365 email account to a personal account.
The UTS Computer Help Desk can assist with logging into http://pioneerweb.du.edu/ and answer questions on a variety of other technical topics. To contact the Help Desk, call 303-871-4700, send email to support@du.edu or access online support at http://www.du.edu/uts/helpdesk.

The University sends much of its correspondence solely through email. This includes policy announcements, emergency notices, meeting and event notifications, course syllabi and requirements, and correspondence between faculty, staff and students. Such correspondence is mailed only to the University Official Email address. Faculty, staff and students are expected to check their email on a frequent and consistent basis in order to stay current with University-related communications. Faculty, staff and students have the responsibility to recognize that certain communications may be time-critical.

This policy applies to all members of the University of Denver community; faculty, staff and students.

**Log into Office 365**

Office 365 can be accessed at office365.du.edu. You will need to provide your Active Directory username and password to log in. For most people, this takes the form of firstname.lastname@du.edu as the username, and your PioneerWeb password. If you are a new student, you must change your PioneerWeb password before logging into Office 365 so that your password can be synced with Microsoft Active Directory. If you do not do this, you will not be able to log in.

**Social Media**

Connect with the University College fan page on Facebook at facebook.com/DUcollege by clicking “Like” at the top of the page while you are logged into your personal Facebook account. You can also follow us on Twitter at twitter.com/DUcollege. Ask questions, get industry news, receive tips and resources, and be reminded of upcoming deadlines through both social media sites.

**Apps**

The University of Denver offers free apps for both Apple and Android devices, including the iPhone, iPad, and iPod touch (available on iTunes) and the Android app (available on the Android Market). The free apps allow users to access the DU directory, follow the latest news via DU Today, link to campus maps, Athletics information, TEDxDU details, and other programs. Join the growing number of DU app users by navigating to your device’s app store and searching “University of Denver” to download the free app.

**Canvas**

Canvas is the learning management system used by University College for online courses, classes with an online component, and communication for on-campus classes.

All students, including those in on campus courses, must log into their Canvas course container one week prior to the start of the quarter to verify login, review the course syllabus and obtain pre-class assignments. Should the University of Denver campus close for a prolonged period of time, all classes will be held on Canvas. Canvas is accessible to learners 24 hours a day, seven days a week. Students can enjoy real-time messaging with peers, stream multimedia and contribute to talks via web conferencing tools.

You may access Canvas at https://canvas.du.edu or by clicking on the Canvas link at the bottom of the University College website. You will be able to access your University College courses on the Canvas learning management system approximately a week before classes begin, however, you will have access to Canvas, the Canvas student orientation tutorial, the online University College new student orientation, and University College writing workshop shortly after you register.

**myWeb**

Students can easily register for classes and access their grades and unofficial transcripts via myWeb. They can also change their address of record, view their current course schedule, review their financial aid requirements, and awards. MyWeb is accessed by clicking on the myWeb tab on PioneerWeb.du.edu.
Portfolio
The University of Denver Portfolio is a fully developed web-based application that supports the academic community with a searchable database of electronic portfolios for students, faculty, staff and alumni, and communities.

The DU Portfolio grew from a project initiated by faculty and students in the School of Communication at the University of Denver (DU) with funding from the Sturm Family Foundation obtained by DU’s Office of Teaching & Learning (OTL) in 2002. As other academic units expressed interest in using DU Portfolio for their students and faculty, the project moved to the OTL and the technical development was accomplished through collaboration between the OTL technical staff and Statera Inc., a computer consulting company in Denver, CO. Throughout the development period, a faculty committee met with the technical team to provide necessary academic direction. After 10 years of use on the DU campus, the application was re-written in 2013 to enhance functionality and improve overall user experience.

Computer Labs
The University of Denver has a number of computer labs on campus. Some of the labs are staffed and open to all students, staff, and faculty. Some allow some free printing with a valid DU ID card. Some labs have restrictions.

The UTS Help Desk, located on the first floor of Anderson Academic Commons, is open to all registered for credit University College students. Information regarding the lab, including software and hours, is available online at www.du.edu/uts/labs.

Wireless
The campus wireless network is designed to supplement wired campus connections. Main Library provides wireless coverage within the building for Students, Staff, Faculty, and Visitors. Use of the wireless network requires special configuration. Please visit University Technology Services (UTS) for assistance.

ACADEMIC CALENDARS

Quarter System
The academic calendar is divided into fall, winter, spring and summer quarters. Each quarter is 10 weeks long.

AMERICANS WITH DISABILITIES ACT INFORMATION

Disability Accommodations
Students who need accommodations for a disability in order to fully participate in University classes and programs should call the Disability Services Program (DSP). This contact should be made as far in advance as possible. DSP will work collaboratively with students, department faculty, and other University personnel to facilitate appropriate, individualized accommodations. Documentation of disability is required.

Examples of documentation may include, but are not limited to, medical reports, psycho-educational reports (for students with learning disabilities), and/or verification of psychological disabilities. Documentation is used to assist with the determination of appropriate accommodations and is kept confidential.

The Handbook for Students with Disabilities (policies and procedures) can be accessed at du.edu/studentlife/disability-services/index.html and selecting “Student Handbook” under Quick Links. The website also has links to DSP and other information including documentation guidelines. DSP is located Ruffatto Hall, 4th Floor.

The DSP coordinates accommodations that afford equal opportunity and full participation in University programs for undergraduate and graduate students with documented disabilities. Undergraduate students who wish to speak to someone about accommodations should make an appoint-ment with a DSP staff member.
It is the joint responsibility of the student, DSP and other DU faculty and staff to work together to meet students’ needs. Students should familiarize themselves with the Handbook for Students with Disabilities, available in the DSP office and at www.du.edu/studentlife/disability.

DSP requires up-to-date documentation of a student’s disability for its files. A student’s documentation is kept separate and private and is not part of the student’s DU records. Students can choose to sign a Release of Information form so that DSP staff members are able to speak with DU faculty and staff on the student’s behalf.

For further information, please contact the DSP office located on the fourth floor of Katherine A. Ruffatto Hall. Contact DSP by calling 303-871-2278. Office hours are 8 a.m.–4:30 p.m., Monday–Friday.

**UNIVERSITY COLLEGE ALUMNI NETWORK (UCAN)**

Students who have earned a certificate or degree from University College are welcome to become a member of the University College Alumni Network. Founded in 2002 to provide opportunities for continued professional development and networking, the alumni led organization encourages participation and involvement from all University College graduates. Join the Meet-up group for more details on upcoming events (http://ucollege.du.edu/ucanmeetup) or connect on LinkedIn (http://ucollege.du.edu/ucanlinkedin)

**RESOURCES and NEW STUDENT ASSISTANCE**

**New Student Orientation and Technology Overview**

New students are invited to attend the new student orientation session and Technology Overview which is offered prior to the start of each quarter. Subjects covered include key policies and procedures, academic issues, the Career Center, Anderson Academic Commons/Library, and more. The technology overview is an opportunity to become familiar with the web-based tools to be successful with University College. These applications include PioneerWeb, myWeb, and Canvas. To register, complete the online form on the University College website under Updates at: www.universitycollege.du.edu.

**Writing Assistance**

University College upholds high writing standards for all courses. Students needing assistance with writing can take advantage of free tutoring at the Writing Center located in Anderson Academic Commons. To schedule an in-person or phone appointment, please contact the center or visit the website at www.du.edu/writing/writingcenter.

**Writing Style & Resources**

Written assignments at University College must follow the language and documentation guidelines of the *A Manual for Writers of Research Papers, Theses, and Dissertations Eighth Edition: Chicago Style for Students and Researchers* (Turabian, 2013).

For most assignments, a thesis statement, review of literature, and list of references are required. Check with your instructor for exceptions to this rule. Writing will be graded on clarity of message, soundness of argument, organization and format, focus on the topic and credibility and variety of sources. Also, papers should be free of typographical and mechanical errors.

**Free Writing Workshop**

University College students are invited to attend a free writing workshop which is offered prior to the start of each quarter both on campus and online. Registration information is available online at universitycollege.du.edu/ under ‘Events’ or by calling the Student Support Center at 303.871.2291; 800-347-2042 for the date of the next workshop.

**Anderson Academic Commons - Library**
The Anderson Academic Commons is available to University College students who need to do research or who want a place to study. In addition, the library has computers, network jacks for laptop use, wireless coverage throughout the building, and a computer help desk. The Anderson Academic Commons has a variety of services available to students, including many online databases for conducting research. For more information and library hours, please visit the Anderson Academic Commons website at www.library.du.edu.

**Pre-Class Assignments**
Due to the intensive nature of our classes, many courses have an assignment that needs to be completed by the first night of class. First class assignment information is available in Canvas approximately a week before classes begin.

**Textbooks**
Information concerning required textbooks for your course is available by accessing the course schedule on the University College website approximately three weeks before classes begin. You will need to enter the term, degree, and program area of your course. Find your course by the CRN (course reference number), scroll to the right and click on the Details link.

**Bookstore**
The University of Denver Bookstore is located in Driscoll Center South, 2050 E. Evans Ave. It offers a wide array of school supplies, including course textbooks, computer supplies, university sweatshirts, mugs, and binders. The bookstore also sells greeting cards, calendars, snacks and magazines.

University College students may go to the bookstore to buy their textbooks, or they may order them online at www.dubookstore.com. Textbooks can also be ordered via the phone by calling 1.800.289.3848 or by faxing a request to 303.871.2578. To order by phone or fax, please provide the course number, course title and instructor. The books will be shipped within 24 to 48 hours after ordering. There is a small shipping fee associated with the mailing. The bookstore also purchases textbooks at the current buyback prices.

The DU Bookstore has also begun an innovative textbook rental program designed to lower the cost of textbooks for students. Renting textbooks from the DU Bookstore is as straightforward as “Rent, Use and Return.” Students simply choose to rent textbooks when available, use them all quarter and return them by the posted due date near the end of final exam week. All that is required for renting textbooks is a DU ID and a valid credit card. Not all textbooks are currently available to rent through this new program, however, hundreds of the most popular textbook titles are available for rental. For more information about textbook rental, please visit the DU Bookstore website. You may reach the DU Bookstore at 1-800-289-3848 or 303-871-3251.

**Student ID Card**
Registered credit students are eligible for a Pioneer Card (the DU student ID). Student ID cards are available at the ID card office in the Driscoll Center. You must have a valid student ID card to access some classroom buildings and some parking lots. Your ID card also allows you to purchase DU sporting event tickets and selected items at the bookstore at discounted prices. If you are an out-of-state student and would like a Student ID card, please fill out the Online/Distance Learning ID Card Request Form. More information concerning ID cards is available on the Pioneer Card website or by calling the Pioneer Card Office at 303-871-4545.

**Ritchie Center**
Coors Fitness Center provides students, faculty, staff, alumni and community members the very best in fitness technology. Full-time undergraduate students (those taking 12 or more credit hours per quarter) have unlimited access to the facility at no charge. Contact the center for more information, or check out their website at www.du.edu/ritchiecenter.

**DU Career Services**
The University of Denver’s Career Services is open to all University College students as well as alumni (up to 6 months after graduation). Career advisors are available to help you with career assessment, job research, and self-marketing techniques. The center offers a library of employers, job listings, DU alumni and community mentors, as well as resume catalogs and internship opportunities. More information can be obtained by visiting http://www.du.edu/career.
**Change of Address Notification**
To report a change in address, log into PioneerWeb, pioneerweb.du.edu, and select “Personal Information” under the myWeb tab.

**Holidays**
When the University of Denver is closed in observance of a national holiday, University College will also be closed and no classes will be held either on campus, at any other location, or online. If classes are scheduled on corporate sites when the University of Denver is closed in observation of a national holiday, the policy of the company will be followed as to whether the class will be held that day. Students will decide with the instructor when to reschedule class sessions affected by a holiday.

**Inclement Weather**
Sometimes severe storms may create such a hazard that the University makes a decision to close and cancel operations for a period of time. Students can receive information about campus weather closures by registering for the Critical Incident Notification System. The University of Denver homepage will also be updated to reflect a closure due to severe weather. Notice of closings will be available via local radio and television stations as well. When classes are canceled because of inclement weather, they must be rescheduled, or if appropriate, held on Canvas (Canvas.du.edu). Instructors will make arrangements with their students.

**Parking**
On-street parking around campus is restricted to one hour and enforced by the City and County of Denver. The restrictions are in effect from 8 a.m. to 10 p.m., seven days a week.

Students should contact the Parking Service Office or go online to purchase parking permits for on-campus parking lots. The cost of a Night/Weekend parking pass is prorated based on the month of purchase and is valid through the end of August, or students may purchase a parking pass per quarter. This permit allows students to park in restricted and general lots after 5:00 pm Monday through Friday and all day on Saturday and Sunday. Several lots require access by swiping a student ID card. For more information on parking costs and options, and updates on parking availability, please contact Parking Services or visit their website at du.edu/parking.

**IMPORTANT PHONE NUMBERS / EMAILS**

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<tr>
<th>Service</th>
<th>Phone Number</th>
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<td>Anderson Academic Commons (University Libraries)</td>
<td>303-871-3707</td>
<td><a href="http://library.du.edu/">http://library.du.edu/</a></td>
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<td>Academic Advising</td>
<td>303-871.2291</td>
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<td>Address Changes</td>
<td>303-871-2291</td>
<td>pioneerweb.du.edu</td>
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<tr>
<td>Admissions – Undergraduate</td>
<td>303-871-6148</td>
<td><a href="mailto:ucolba@du.edu">ucolba@du.edu</a></td>
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<tr>
<td>Admissions – Graduate</td>
<td>303-871-6077</td>
<td><a href="mailto:ucoladm@du.edu">ucoladm@du.edu</a></td>
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<tr>
<td>Admissions – International</td>
<td>303-871-6148</td>
<td><a href="mailto:ucolintl@du.edu">ucolintl@du.edu</a></td>
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<tr>
<td>Bookstore</td>
<td>303-871-3251</td>
<td>dubookstore.com</td>
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<td>Bursars Office</td>
<td>303-871-4944</td>
<td>du.edu/bursar</td>
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<td>Campus Activities</td>
<td>303-871-3111</td>
<td>ducal.du.edu</td>
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<td>303-871-3000</td>
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<td>Campus Safety – Non-emergency</td>
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<td>Career Center</td>
<td>303-871-2150</td>
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<td>Clarion Newspaper</td>
<td>303-871-3131</td>
<td>duclarion.com</td>
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<td>Classroom Locations</td>
<td>303-871-2291</td>
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<td>Disability Services Program</td>
<td>303-871-2372</td>
<td>du.edu/studentlife/disability/dsp</td>
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<td>Canvas Support</td>
<td>855-712-9770</td>
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<td>Pioneer ID Card</td>
<td>303-871-4545</td>
<td>du.edu/pionercard</td>
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<td>International Student &amp; Scholar Services (I-House)</td>
<td>303-871-4912</td>
<td>du.edu/issss/</td>
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<td>Newman Center for the Performing Arts</td>
<td>303-871-6200</td>
<td>newmancenterpresents.com/</td>
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<td>School Closures</td>
<td>303-871-3747</td>
<td>universitycollege.du.edu</td>
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<td>Security Escort (Campus Safety)</td>
<td>303-871-2334</td>
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