# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNIVERSITY COLLEGE</td>
<td>1</td>
</tr>
<tr>
<td>Mission</td>
<td>1</td>
</tr>
<tr>
<td>Values</td>
<td>1</td>
</tr>
<tr>
<td>Vision</td>
<td>1</td>
</tr>
<tr>
<td>Goals</td>
<td>1</td>
</tr>
<tr>
<td>University College Statement on Inclusivity and Diversity</td>
<td>2</td>
</tr>
<tr>
<td>Equal Opportunity and Non-Discrimination Policy</td>
<td>2</td>
</tr>
<tr>
<td>Accreditation</td>
<td>3</td>
</tr>
<tr>
<td>GRADUATE POLICY</td>
<td>3</td>
</tr>
<tr>
<td>Graduate Policy Mission and Scope</td>
<td>3</td>
</tr>
<tr>
<td>Student Responsibility for Bulletin Information</td>
<td>3</td>
</tr>
<tr>
<td>Modifications to the Policy in the Bulletin</td>
<td>3</td>
</tr>
<tr>
<td>GRADUATE PROGRAM DEFINITIONS</td>
<td>3</td>
</tr>
<tr>
<td>Graduate Degree Program</td>
<td>3</td>
</tr>
<tr>
<td>Certificate Programs</td>
<td>4</td>
</tr>
<tr>
<td>Formal Dual Degree</td>
<td>4</td>
</tr>
<tr>
<td>Flexible Dual Degree</td>
<td>5</td>
</tr>
<tr>
<td>Proposing a Flexible Dual Degree</td>
<td>5</td>
</tr>
<tr>
<td>Dual Undergraduate - Graduate Degree Programs</td>
<td>6</td>
</tr>
<tr>
<td>Concurrent Candidacies</td>
<td>6</td>
</tr>
<tr>
<td>GRADUATE ADMISSION PROCESS AND STANDARDS</td>
<td>6</td>
</tr>
<tr>
<td>Master’s Degree Application</td>
<td>7</td>
</tr>
<tr>
<td>Graduate Certificate Application</td>
<td>10</td>
</tr>
<tr>
<td>Applying for Both a Certificate and a Master’s Degree</td>
<td>13</td>
</tr>
<tr>
<td>GRADUATE ADMISSION AND ENROLLMENT</td>
<td>13</td>
</tr>
<tr>
<td>STUDENT STATUS</td>
<td>13</td>
</tr>
<tr>
<td>Regular Degree Status</td>
<td>13</td>
</tr>
<tr>
<td>Students Admitted with Credential Provisions</td>
<td>13</td>
</tr>
<tr>
<td>Certificate Student</td>
<td>13</td>
</tr>
<tr>
<td>English Conditional Admission Student - ECA</td>
<td>14</td>
</tr>
<tr>
<td>Lifelong Learner Status</td>
<td>14</td>
</tr>
<tr>
<td>ENROLLMENT STATUS</td>
<td>14</td>
</tr>
<tr>
<td>Regular Enrollment</td>
<td>14</td>
</tr>
<tr>
<td>International Student Enrollment Status</td>
<td>14</td>
</tr>
<tr>
<td>Registration in Continuous Enrollment</td>
<td>15</td>
</tr>
<tr>
<td>GRADUATE ADMISSION STATUS</td>
<td>15</td>
</tr>
<tr>
<td>Reapplication</td>
<td>15</td>
</tr>
<tr>
<td>Admission Deferral</td>
<td>15</td>
</tr>
<tr>
<td>Readmission</td>
<td>15</td>
</tr>
<tr>
<td>Change of Graduate Program</td>
<td>15</td>
</tr>
<tr>
<td>Student Status Declaration</td>
<td>15</td>
</tr>
<tr>
<td>ADDITIONAL STANDARDS FOR INTERNATIONAL APPLICANTS</td>
<td>16</td>
</tr>
<tr>
<td>Required Documents</td>
<td>16</td>
</tr>
<tr>
<td>Mandated Event Related Reporting</td>
<td>18</td>
</tr>
<tr>
<td>Session Related Reporting</td>
<td>18</td>
</tr>
<tr>
<td>Violations of Status</td>
<td>18</td>
</tr>
<tr>
<td>University College International Preparation Sessions</td>
<td>19</td>
</tr>
<tr>
<td>International Student Orientation Program - ISSS</td>
<td>19</td>
</tr>
<tr>
<td>ADDITIONAL STANDARDS FOR NON-NATIVE ENGLISH SPEAKERS</td>
<td>19</td>
</tr>
<tr>
<td>English Language Proficiency</td>
<td>19</td>
</tr>
<tr>
<td>English Language Exemption</td>
<td>20</td>
</tr>
<tr>
<td>English Conditional Admission ECA</td>
<td>20</td>
</tr>
<tr>
<td>TRANSFER OF CREDIT</td>
<td>20</td>
</tr>
<tr>
<td>Transfer of Credit for a Master’s Program</td>
<td>20</td>
</tr>
<tr>
<td>Transfer of Credit for Certificate Program</td>
<td>21</td>
</tr>
<tr>
<td>Transferring University College Credits To Other Institutions</td>
<td>21</td>
</tr>
<tr>
<td>Transfer Credit Policy for Graduate Degrees</td>
<td>21</td>
</tr>
<tr>
<td>Coursework Taken Prior to Enrollment at the University of Denver</td>
<td>22</td>
</tr>
<tr>
<td>Coursework Taken After Enrollment at the University of Denver</td>
<td>22</td>
</tr>
<tr>
<td>TUITION, FEES &amp; REFUNDS</td>
<td>22</td>
</tr>
<tr>
<td>Tuition Charges</td>
<td>22</td>
</tr>
<tr>
<td>Technology Fees</td>
<td>22</td>
</tr>
<tr>
<td>Student Activity Fees</td>
<td>22</td>
</tr>
</tbody>
</table>
Late Payment Fee ........................................ 22
Student Financial Liability .......................... 22
Financial Responsibility Agreement Form...... 23
Refund Information .................................. 23
Refund Policy ........................................ 23
Withdrawal Form ...................................... 24
Tuition Refund Appeals ................................ 24
Informal Appeal ....................................... 24
Formal Appeal ........................................ 25
Tuition Payment Methods ............................ 25
Payment Options: .................................... 25
Employer Reimbursement ........................... 26
Employer Direct Billing ............................... 26
GRADUATE FINANCIAL AID ....................... 26
Financial Aid Application .......................... 26
Federal Direct Unsubsidized Loans ............. 27
Financial Aid: Satisfactory Academic Progress (SAP) 27
Return of Title IV Funds (R2T4) Policy ........ 27
ACADEMIC REQUIREMENTS, POLICIES AND PROCEDURES ........................................... 28
ACADEMIC STANDARDS ............................ 28
Grade Point Average ............................... 28
Good Academic Standing ........................... 28
Grade Point Average Below 3.0 .................. 28
Grade Changes ....................................... 28
Probation ............................................. 29
Suspension ............................................ 29
Termination .......................................... 29
Graded Work Accepted for the Degree ........ 30
Graded Work Accepted for the Certificate .... 30
Course Substitution .................................. 30
STUDENT WITHDRAWAL FROM THE UNIVERSITY .... 41
Withdrawing (Temporary or Permanent) ...... 41
Temporary Withdrawal .............................. 41
Permanent Withdrawal .............................. 41
Things to Consider Prior to Withdrawing ...... 41
Timeline for Degree Completion, Cohort Placement and Degree Requirements ................. 41
Tuition and Fee Payment and Refund Schedule .... 41
Withdrawal Deadlines ................................ 41
Financial Aid, Scholarships, Work-Study, GTA/GRA and Loan Repayment Terms ................. 42
F-1 or J-1 Visa Immigration Status for International students ........................................ 42
Benefits for Veterans ................................ 42
Adding Courses ...................................... 34
Credit Load .......................................... 34
No-Credit Courses ................................... 34
Class Attendance .................................... 34
Dropping Courses ................................... 35
Notification by Student of Intent to Withdraw .... 35
Official Drop Periods ................................. 35
Automatic Withdrawal Period ..................... 36
Dropping Classes after Automatic Withdrawal Period ................................................. 36
Academic Dishonesty and Withdrawals .......... 36
Requesting Drop When Student is Failing ....... 36
Drops with Approval ................................. 36
Drop Deadlines ....................................... 36
Repeating Courses ................................... 36
Course Information ................................... 37
Independent Study .................................... 37
Directed Study ....................................... 38
Internships .......................................... 38
CLASS ATTENDANCE ...................... 39
Religious Accommodations and Class Attendance 39
Campus Weather Closures ........................ 40
Holidays ............................................. 40
Pre-Class Assignments .............................. 40
Textbooks ............................................ 40
University College Academic Calendar ........ 40
Quarter System ...................................... 40
Graduate Program Administration........71
STUDENT SERVICES AND RESOURCES ............. 72
TECHNOLOGY ............................................. 72
  Computer Requirements ............................. 72
  PioneerWeb ........................................... 72
  myWeb .................................................. 72
  Canvas .................................................. 72
  VeriCite ............................................... 73
  Portfolio .............................................. 73
  Social Media ......................................... 73
  Apps .................................................... 73
  Course Schedules ..................................... 73
ADVISING AND WORKSHOPS ................. 74
  Academic Advising Services ...................... 74
  New Student Orientation ......................... 74
  Technology Overview Workshop ............... 74
  Writing Assistance .................................. 74
  Writing Style & Resources ....................... 74
  Free Writing Workshop ............................. 75
CAMPUS RESOURCES .................................. 75
  Computer Labs ........................................ 75
  Anderson Academic Commons - Library .... 75
  Bookstore ............................................. 75
  Student ID Card ..................................... 76
  Career Services ...................................... 76
  Ritchie Center ....................................... 76
  Disability Services Program - DSP ............ 76
  Parking ............................................... 76
IMPORTANT PHONE NUMBERS / EMAILS ......... 77
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, yet 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 Statement on Inclusivity and Diversity

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.

Equal Opportunity and Non-Discrimination Policy

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.

Accreditation

The University of Denver and University College programs maintain the highest level of accreditation
offered by The Higher Learning Commission of the North Central Association of Colleges and Schools,
one of the regional accrediting bodies recognized by the federal government. Degrees earned through
University College programs are conferred by the University of Denver.

GRADUATE POLICY

Graduate Policy Mission and Scope
The Office of Graduate Studies (OGS) provides the authoritative, accessible and current repository for
university and University College policies. University College reserves the right to maintain policies
particular to University College. However, University College policies may not override university-wide
policies.

Student Responsibility for Bulletin Information
Applicants to the University of Denver as well as admitted and enrolled students are held to the
standards and procedures set forth in the University bulletin. Students are responsible for staying
informed of the University’s policies and procedures. The University bulletin can be found at
http://bulletin.du.edu/.

Modifications to the Policy in the Bulletin
The University of Denver reserves the right to make changes in the regulations, rules, fees or other
aspects of this University bulletin without advance notice.

GRADUATE PROGRAM DEFINITIONS

Graduate Degree Program
A graduate degree program is a combination of courses and related activities organized under the
authority of a dean, the Associate Provost for Graduate Studies, Graduate Council, the Provost and the
Board of Trustees for the attainment of broad educational objectives leading toward a post-
baccalaureate degree.

In general, with the exception of students in the Dual Undergraduate-Graduate Program, graduate
students must have earned a bachelor’s degree from a regionally accredited college or university
before matriculation in the graduate program. There are six regional accrediting agencies in the United
States: Middle States, New England, North Central, Northwest, Southern, and Western. However, with
approval from the Associate Provost for Graduate Studies, students who have already earned a master’s
degree, but not a bachelor’s degree, may in rare cases, matriculate without a bachelor’s degree.
Entrance examinations such as the GRE or GMAT are NOT required. Applicants must have earned a minimum grade point average (GPA) of 2.5 on a 4.0 scale (or equivalent) in their undergraduate work. The applicant’s professional commitment and written language skills are evaluated through the essay, résumé and the confidential recommendations, which are submitted as part of the admission packet.

Certificate Programs
A certificate program provides a set of learning experiences concentrated in a specific set of educational goals.

University College offers two types of certificates: Certificate of Advanced Study and Certificate of Completion. Students are deemed certificate candidates when they have submitted a completed certificate application and been accepted to the certificate program. Students are welcome to pursue both a master’s degree and a certificate simultaneously. All courses applied toward the certificate must be taken for credit.

Certificates of Advanced Study are specific to a certain discipline or industry. These certificates are considered academic certificates and, once conferred, will include the title of the certificate along with the courses taken for the certificate on official University of Denver transcripts. The certificate is issued with a raised seal. Certificates of advanced study typically consist of 24 credit hours or approximately six courses. A list of current certificates of advanced study can be viewed on the University College website.

Certificates of Completion vary in credit hours. Certificates of completion are not considered academic certificates and although coursework is listed on official University of Denver transcripts, the title of the certificate awarded does not. A certificate is issued by University College, University of Denver without a raised seal.

Formal Dual Degree
A formal dual degree program links two master’s degrees or a master’s program with a JD program and leads to two degrees. The Graduate Council and the Associate Provost for Graduate Studies must approve all proposals for formal dual degree programs.

University College offers a formal dual degree between the Master of Science in Healthcare Leadership and a Juris Doctorate (JD). Dual degrees must be pursued concurrently, not consecutively. In order to meet this requirement, students interested in pursuing a dual degree must be matriculated, pursuing coursework, in both programs for one full academic year (three quarters or two semesters). Students in a one year program must matriculate into the second program no later than the first admission term following fifty percent (50%) coursework completion of the first program.

Students should complete both degrees at the same time. However, students can receive the first degree as long as all original requirements and credits for the first degree have been met. They then have up to one year to complete the second degree (18 months for students admitted prior to winter 2017.) Students must apply for graduation for both programs.

With fully developed and approved curricula, these programs are available to graduate students who are admitted to both schools and submit the Dual Degree Approval Form during the program’s first term.
Flexible Dual Degree

Students may propose a flexible dual degree program that links two master’s degrees or a master’s degree and a JD degree. Students must submit the proposal for the flexible dual degree no later than one term prior to matriculation into the second degree. Dual degrees must be pursued concurrently, not consecutively. In order to meet this requirement, students interested in pursuing a dual degree must be matriculated, pursuing coursework, in both programs for one full academic year (three quarters or two semesters). Students in a one year program must matriculate into the second program no later than the first admission term following fifty percent (50%) coursework completion of the first program.

Any significant changes to the approved program require the student to resubmit a revised proposal packet to the deans/chairs/directors and advisors of both programs and the Office of Graduate Studies.

Proposing a Flexible Dual Degree

To propose a flexible dual degree, the student must first apply to and be admitted to both programs, pay application fees and admissions deposits for both programs, and seek the counsel of an advisor in each program. Admission into each program does not take the place of filing a Flexible Dual Degree proposal nor guarantee approval of the proposal.

The dean, chair, or director of each degree program and both program advisors, must carefully compare the requirements for each program and approve the proposed curriculum. The student must then submit a copy of the original requirements for each degree (printout from the unit website or copy from the student handbook is acceptable), a detailed course plan showing all proposed courses, and the credit hours; a one to two-page statement of the educational/career objectives stating the reasons for the specific course selection and which courses most clearly serve the educational and career goals of the student; and current official/unofficial transcript(s) showing any work already completed towards the proposed program and degrees.

The student then submits the documents listed above to the Office of Graduate Studies, which reviews and decides on the proposals. Proposals with errors or course/program inconsistencies will be returned for revision.

Once the proposal is approved, the student will be entered into the University computer system as a flexible dual degree student.

Flexible Dual Degree Curriculum Structure

Students may propose any flexible dual degree program that seems reasonable to them and their advisors for academic and career objectives. Only elective courses may be counted among the hours used for reduction or cross-counting.

All the core requirements of each program must be preserved and cannot be overlapped or waived. Credit reduction due to cross counting of elective courses will be limited to the following for each program as determined by the original number of credit hours required for each degree:

**Required Credit Hours for Degrees and Flexible Dual Degree Reduction Allowed**

- 45-60 credits = 10 quarter hour reduction
- 61-75 credits = 12 quarter hour reduction
- 76-90 credits = 15 quarter hour reduction
48-Quarter Hour Degree Program:
45-60 quarter hour degree program: Reduce or cross-count a maximum of 10 quarter hours for the one degree without outside transfer credit. The traditional maximum outside transfer credit allowed in this case would be 10 quarter hours. A reduction of 15 quarter hours from the original 42 degree will be the maximum allowed when combining outside transfer hours and the cross counting of degree hours.

The Combined Reduction in Hours for Linking Two University College Master’s Degrees is as Follows:
8 hours - Electives from program one
8 hours - Electives from program two

Research and Capstone Requirement for Linking Two University College Master’s Degrees
The Research course requirements for each program may be fulfilled by completing the Research course once. The second program’s Research credit requirement must be satisfied with the completion of an approved substituted course. A combined capstone must be written which equally represents both master’s degrees. The second program’s capstone requirement must be satisfied with the completion of an approved substituted course.

Non-Course Requirements
All non-course requirements must be fulfilled for both programs. If one of the non-course requirements of both intended programs is the writing and defense of a thesis, then (with prior approval from both departments) a combined thesis may be written as long as both departments are equally represented (from original proposal to completion) and so long as the most rigorous requirements are adhered to for completion and oral defense.

Students who decide to only complete one degree must inform the units, program advisors and the Office of Graduate Studies in writing of their intention to nullify the flexible dual degree proposal. Students must complete all the original requirements for the remaining degree in order to graduate.

Dual Undergraduate – Graduate Degree Programs
A Dual Undergraduate-Graduate Degree Program, referred to by University College as a Combined Degree, is an institutionally approved program where an undergraduate student takes classes toward a graduate degree program prior to earning a Baccalaureate degree.

For additional information about the combined undergraduate-graduate degree options at University College, review the Bachelor of Arts Completion Program Student Handbook.

Concurrent Candidacies
Concurrent candidacies occur when students are enrolled in two programs concurrently. Admission and program requirements must be fulfilled for each program. There will be no reduction in the number of credit hours required for either degree. At the time of admission, the student submits written approval from each unit allowing enrollment in two programs simultaneously.

GRADUATE ADMISSION PROCESS AND STANDARDS

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.
The University of Denver offers admission to applicants who demonstrate the highest potential for successful graduate study. Applicants are evaluated by University College academic directors and the admission committee on the basis of their prior performance and professional promise as evidenced by academic records and additional admission materials.

All admission materials must be received in the University College Admission Office by the stated admission deadline. All credentials submitted become property of the University of Denver and cannot be copied or returned to the applicant/student or any person(s). The information given on the application must be true and complete without evasion or misrepresentation. Applicants who willfully omit, falsify, or provide incomplete statements may be denied admission or dismissed.

Applications not completed by the admission deadline must be resubmitted for a future term.

Supplemental documents, including letters of recommendation, remain on file for 12 months from the date of application and may be reused within that time frame upon request by applicants who have not matriculated. Otherwise, new documents will be required. Supplemental documents are purged upon matriculation into a graduate program and will not be available for reuse.

Admission deadlines apply and can be found on the University College website.

To be admitted as a regular graduate student, applicants must meet the following minimum requirements:

- **Baccalaureate Degree**: Applicants must hold an earned baccalaureate degree from a regionally accredited college or university.
- **GPA**: Applicants must have a minimum grade point average of 2.5 on a 4.0 scale (or equivalent) in their undergraduate work. An earned master’s degree or higher from a regionally accredited institution supersedes the minimum standards for the baccalaureate. For applicants with graduate coursework but who have not earned a master’s degree or higher, the GPA from the graduate work may be used to meet the requirement. The minimum GPA is a cumulative 3.0 on a 4.0 scale for all graduate coursework undertaken.
- **Entrance Examinations**: Entrance examinations are not required. Applicants may be asked to interview with the appropriate academic director.

The following documents are required:

**Application**
A complete and signed application is required and must be submitted online (requests for accommodations may be granted).

Applications for admission to master’s degree programs are available online at [www.universitycollege.du.edu](http://www.universitycollege.du.edu).

**Application Fee**
A $75 non-refundable application fee is required for each application.

Payment may be made online by credit card, by mailing a check or money order, or by calling the Student Support Center and paying by credit card. Applications will not be processed until this fee is paid.
Transcripts and Proof of Degree

Applicants are required to submit one official transcript from each post-secondary institution they have attended, or are presently attending, where two quarter hours (or one semester hour) or more were completed including study abroad and college coursework completed in high school. Proof of a bachelor’s degree, and, if applicable, a master’s degree is required from a regionally accredited college or university.

The applicant is responsible for obtaining all transcripts. University of Denver students and alumni do not need to provide University of Denver transcripts.

Students with three-year baccalaureate degrees from 15-year educational systems from accredited institutions of higher learning are qualified to be considered for graduate admission to the University of Denver. Applicants with a three-year baccalaureate degree cannot be granted English Conditional Admission.

Applicants who have earned a degree outside the U.S. also must submit proof of graduation, typically through a degree certificate or diploma. Official study abroad transcripts are required unless the course titles, grades and credit earned abroad appear on another transcript.

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 a degree from outside of the U.S. are encouraged to apply earlier than the stated admission deadline.

All official transcripts must include a statement of receipt of degrees earned (or separate degree/diploma certificate).

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).

**Confidential Letters of Recommendation**
Two confidential letters of recommendation are required.

Letters of recommendation requests are sent to the recommender via email once the recommenders’ information are provided and saved in the online application. Applicants will be asked to provide names and email addresses for the recommenders prior to submitting the application online. University College suggests applicants notify their recommender in advance that the recommendation request email will be coming from the University of Denver University College. This will allow him/her to send the recommendation form electronically. Letters should come from individuals who can speak to the applicant’s professional strengths and aptitude for graduate study. Appropriate letter writers include former instructors, supervisors, coworkers, and individuals the applicant knows from community activities.

**Personal Statement**
A two-page (450-550 word) admission essay is required.

The personal statement has considerable influence on the decision to admit an applicant as a degree candidate. Academic directors and the admission committee review this document thoroughly and consider it to be important. The committee considers whether:

- The applicant demonstrates college-level written communication skills, with serious attention given to grammar, punctuation, spelling, organization, vocabulary, and clarity of thought, and
- The specified academic program appears to meet the career or educational goals of the applicant.

The personal statement is an opportunity to reflect on the applicant’s experiences, abilities, achievements, and goals. We encourage applicants to share some personal insights about experiences and influences that have shaped the professional or educational aspects of the applicant’s life. Our intent is to get to know the applicant as a person, not just as an applicant. The applicant’s confidentiality is always respected.

The personal statement can be uploaded to the applicant’s status page after submitting the application.

**Current Résumé or Curriculum Vitae**
A current résumé or curriculum vitae is required.

The resume or curriculum vitae can be uploaded to the applicant’s status page after submitting the application.

**Admission Interview** (may be requested by the academic director.)

*Note: Additional requirements exist for international students (see International Admission).*
Master’s Degree Application Review

Master’s degree applications are reviewed by the academic director and Admission Review Committee for admission on a quarterly basis. The Admission Office will notify applicants of the determination within approximately four to six weeks of a completed application.

Students who meet the quarterly deadline and are accepted within two weeks from the start of the quarter will have a student record that reflects their acceptance into a master’s degree program for the upcoming quarter or, if noted differently, the quarter that was indicated on the admission application. If an applicant misses an application deadline, he or she may still register for classes within that quarter as a non-degree student. Registration as a non-degree student does not guarantee admission to a degree program.

Note: In order to be eligible for financial aid, students must be fully accepted prior to the start of the quarter.

Graduate Certificate Application

The University of Denver offers admission to applicants who demonstrate the highest potential for successful graduate study. Applicants are evaluated by University College academic directors and the admission committee on the basis of their prior performance and professional promise as evidenced by academic records and additional admission materials.

All admission materials must be received in the University College Admission Office by the stated admission deadline. All credentials submitted become property of the University of Denver and cannot be copied or returned to the applicant/student or any person(s). The information given on the application must be true and complete without evasion or misrepresentation. Applicants who willfully omit, falsify, or provide incomplete statements may be denied admission or dismissed.

Applications not completed by the admission deadline must be resubmitted for a future term.

Supplemental documents remain on file for 12 months from the date of application and may be reused within that time frame upon request by applicants who have not matriculated. Otherwise, new documents will be required. Supplemental documents are purged upon matriculation into a graduate program and will not be available for reuse.

Admission deadlines apply and can be found on the University College website.

To be admitted as a regular graduate student, applicants must meet the following minimum requirements:

- **Baccalaureate Degree:** Applicants must hold an earned baccalaureate degree from a regionally accredited college or university.
- **GPA:** Applicants must have a minimum grade point average of 2.5 on a 4.0 scale (or equivalent) in their undergraduate work. An earned master’s degree or higher from a regionally accredited institution supersedes the minimum standards for the baccalaureate. For applicants with graduate coursework but who have not earned a master’s degree or higher, the GPA from the graduate work may be used to meet the requirement. The minimum GPA is a cumulative 3.0 on a 4.0 scale for all graduate coursework undertaken.
- **Entrance examinations are not required.** Applicants may be asked to interview with the appropriate academic director.

The following documents are required:
Application
A complete and signed application is required and must be submitted online (requests for accommodations may be granted).

Applications for admission to certificate program are available online at www.universitycollege.du.edu.

Application Fee
A $50 non-refundable application fee is required for each certificate application.

Payment may be made online by credit card, by mailing a check or money order, or by calling the Student Services Office and paying by credit card. Applications will not be processed until this fee is paid.

Transcripts and Proof of Degree
Applicants are required to submit one official transcript from each post-secondary institution they have attended, or are presently attending, where two quarter hours (or one semester hour) or more were completed including study abroad and college coursework completed in high school. Proof of a bachelor’s degree, and, if applicable, a master’s degree is required from a regionally accredited college or university.

The applicant is responsible for obtaining all transcripts. University of Denver students and alumni do not need to provide University of Denver transcripts.

Students with three-year baccalaureate degrees from 15-year educational systems from accredited institutions of higher learning are qualified to be considered for graduate admission to the University of Denver. Applicants with a three-year baccalaureate degree cannot be granted English Conditional Admission.

Applicants who have earned a degree outside the U.S. also must submit proof of graduation, typically through a degree certificate or diploma. Official study abroad transcripts are required unless the course titles, grades and credit earned abroad appear on another transcript.

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 a degree from outside of the U.S. are encouraged to apply earlier than the stated admission deadline.

All official transcripts must include a statement of receipt of degrees earned (or separate degree/diploma certificate).

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).

**Current Résumé or Curriculum Vitae**
A current résumé or curriculum vitae is required.

The resume or curriculum vitae can be uploaded to the applicant’s status page after submitting the application.

**Admission Interview** (may be requested by the academic director.)

*Note: Additional requirements exist for international students (see International Admission).*

**Graduate Certificate Application Review**
Certificate applications are reviewed by the academic director and Admission Review Committee for admission on a quarterly basis. The Admission Office will notify applicants of the determination within approximately four to six weeks of the quarter application deadline.

Students who meet the quarterly deadline and are accepted within two weeks from the start of the quarter will have a student record that reflects their acceptance into a certificate program for the upcoming quarter or, if noted differently, the quarter that was indicated on the admission application. If an applicant misses an application deadline, he or she may still register for classes within that quarter as a non-degree student. Registration as a non-degree student does not guarantee admission to a certificate program.

*Note: In order to be eligible for financial aid, students must be fully accepted prior to the start of the quarter.*
Applying for Both a Certificate and a Master’s Degree

If a candidate wishes to earn both a certificate and a master’s degree, the requirements and procedures for admission to both programs must be followed as outlined. A certificate may not be awarded retroactively after the master’s degree has been granted.

In most instances, hours taken for certificate requirements can be applied toward master’s degree requirements. However, hours taken to fulfill requirements for one certificate cannot be counted toward the requirements of another certificate.

Each certificate is granted upon successful completion of the requirements specified by University College. Students must submit the notification of certification completion two quarters in advance of the intended completion date.

Applications for admission to a master’s degree and to certificate programs are available online at: www.universitycollege.du.edu. Admission deadlines apply and can be found on the University College website. Applicants will only need to submit one copy of official transcripts from each post-secondary institution they have attended, or are presently attending, where 2 quarter hours (or 1 semester hour) or more were completed.

GRADUATE ADMISSION AND ENROLLMENT

STUDENT STATUS
A student may be admitted to graduate study as a Regular degree student, a student admitted with provisions, a Certificate student, an English Conditional Admission student, or Lifelong Learner.

Regular Degree Status
Students unconditionally approved for graduate study in a master’s or certificate program have Regular status. Regular status is required for advancement to degree candidacy and graduation. Qualified students may be recommended for admission to Regular degree status to approved programs provided they meet the following criteria: receipt of all official transcripts, proof of a bachelor’s degree from a regionally accredited college or university, ability to pursue advanced study and research as judged by the student’s scholastic record of a cumulative undergraduate GPA of 2.5 or above on a 4.0 scale, and adequate preparation to enter graduate study in the chosen field as shown through admission requirements, such as the essay, résumé, and letters of recommendation.

Students Admitted with Credential Provisions
Applicants admitted with incomplete credentials are admitted with Provisions. The incomplete admission credential provision must be satisfied no later than the 6th week of the first quarter of enrollment following admission.

Certificate Student
A certificate student is one who is engaged in a program of study leading to a certificate. Students non-provisionally approved for graduate study in a certificate program have Regular status. Regular status is required for advancement to certificate candidacy and completion. Qualified students may be recommended for admission to Regular certificate status to approved programs provided they meet the following criteria: receipt of all official transcripts, proof of a bachelor’s degree from a regionally accredited college or university; ability to pursue advanced study and research, as judged by the
student’s scholastic record of a cumulative undergraduate GPA of 2.5 or above on a 4.0 scale; and adequate preparation to enter graduate study in the chosen field as shown through admission requirements such as the essay and résumé. Only academic certificates will appear on the student’s transcript.

**English Conditional Admission Student - ECA**

University College may admit academically qualified non-native speakers of English without proof of English proficiency, provided such applicants participate in a process to meet DU’s English requirement. Please see the policy and procedure for ECA in the International Student Applications section of this handbook.

**Lifelong Learner Status**

In the interest of adult students who have diverse educational goals, University College offers its graduate courses to non-degree seeking students and non-certificate seeking students. These students are designated as Lifelong Learners.

Neither entrance examinations, nor a bachelor’s degree are required in order to register for courses as a Lifelong Learner. Students must declare their status as Lifelong Learners during their first quarter they are enrolled.

Lifelong Learners may take University College courses for academic credit and a permanent record is maintained by the University of Denver. Lifelong Learners may also take University College courses for non-credit (unless the course is offered for credit only).

Lifelong Learners must maintain a GPA of 3.0 to be eligible to take more than 8 quarter hours of credit. The Probationary Status and Suspended Status policies apply to Lifelong Learners.

---

**ENROLLMENT STATUS**

**Regular Enrollment**

The University’s definition of full-time graduate study is 8 credit hours or more of coursework per term. Half-time students are enrolled in 4 to 7 credit hours. Less than half-time students are enrolled in 1 to 3 credit hours.

**International Student Enrollment Status**

Federal immigration regulations require F-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 students studying at the graduate level. The University defines full-time enrollment for graduate students as eight or more credit hours.

International students must also maintain acceptable levels of health insurance coverage during their academic program, as required of all students by the University.

F-1 students must receive authorization from an international student advisor or their program sponsor prior to dropping below full-time status in an academic quarter 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.
Registration in Continuous Enrollment
University College does not offer registration in Continuous Enrollment.

GRADUATE ADMISSION STATUS

Reapplication
If an applicant is accepted as a degree or certificate candidate, but does not enroll in classes for the term admitted or defer admission, reapplication is required. Applicants who wish to enter the same program within one year of a previously submitted application must reapply for admission by submitting a new online application and supporting documents and will be charged a reapplication fee. Official transcripts and supplemental documents remain on file for up to 12 months and may not need to be resubmitted. The student will be admitted under the requirements in effect at the time of reapplication. Supplemental documents are purged upon matriculation into a graduate program and will not be available for reuse.

Admission Deferral
Students who would like to postpone enrollment for a term or 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.

Readmission
If an applicant is accepted as a degree or certificate candidate, but does not enroll in classes for the term admitted or defer admission, reapplication is required.

Degree and certificate 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 Graduate Program
Post application submission and prior to an admission decision, applicants may request a one-time change to the academic program to which they applied.

After an admission decision has been rendered, the student must be terminated/withdrawn from the program to which the student was originally admitted and be accepted into the new degree program. Submission of a new application, application fee, personal statement, and résumé are required for the new program. (The application fee will be waived if the change occurs during the quarter following the student’s initial admission).

Students wishing to change to a new concentration area within a major must submit the request in writing and meet with their academic advisor to update their degree plan. The written request and a signed, updated degree plan will be submitted to the admission office by the student’s academic advisor.

Student Status Declaration
To ensure that students receive appropriate advising at the beginning of their program, and to establish master’s degree and certificate requirements, all students who have not been admitted to a
University College master’s degree or certificate program are asked to complete the student status declaration form during their first quarter of enrollment. If interested in a certificate or master’s degree program, students must submit a completed application by the stated deadline during the quarter after initial enrollment. A grade of B or better is required for admission consideration in the courses taken as a non-degree student. Should a student fail to complete the application process they will be unable to register for additional quarters at University College. Student Status Declaration Forms are available on the University College tab located in PioneerWeb. Students can take three classes within two quarters prior to being accepted to a degree or certificate program.

**Student Status Declaration as a Master’s Degree Student:**
Students who indicate on the Student Status Declaration form that they wish to pursue a master’s degree at University College must complete the degree application and submit it to the admission office by the stated deadline during the second quarter. An incomplete degree application will result in a registration hold, preventing further enrollment. Students who complete a master’s degree program and wish to continue taking classes must restate their intended status by completing the Student Status Declaration form. Students not accepted to a degree program must declare their status as a lifelong learner to be eligible to continue taking classes. Courses completed as a lifelong learner may not count toward a degree program.

**Student Status Declaration as a Certificate Student:**
Students who indicate on the Student Status Declaration form that they wish to pursue a certificate at University College must complete the certificate application and submit it to the admission office by the stated deadline during the second quarter. An incomplete certificate application will result in a registration hold, preventing further enrollment. Students who complete a certificate program and wish to continue taking classes must restate their intended status by completing the Student Status Declaration form. Students not accepted to a certificate program must declare their status as a lifelong learner to be eligible to continue taking classes. Courses completed as a lifelong learner may not count toward a certificate program.

**Student Status Declaration as a Lifelong Learner:**
Students taking classes for personal gain and not toward a certificate or degree are considered lifelong learners. Completion of this form suffices as an indication of a student’s status. Students should note that should they decide to pursue a degree or a certificate at University College, courses taken as a lifelong learner may not count toward a degree or certificate program. In order to change status from lifelong learner to either a degree or certificate seeking student, students are required to submit a Change in Student Status form to the associate dean of academics before submitting an application. Admission as a lifelong learner student does not guarantee admission to degree or certificate program.

### ADDITIONAL STANDARDS FOR INTERNATIONAL APPLICANTS

**Required Documents**
Before an application can be processed, the University of Denver requires the submission of specific items and documentation from international students applying for admission to graduate study. 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. University College may be
asked to petition the Associate Provost for Graduate Studies for graduate international applicants whose academic background does not generally meet DU’s graduate admission standards.

The following documents are required for admission review in addition to the items required for the master’s or certificate application:

**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.

**Financial Verification**
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.

**Orientation Program**
All new F-1 and J-1 international students including those matriculating after attending the University of Denver’s English Language Center are required to attend an orientation offered by the Office of International Student and Scholar Services. Other non-immigrant students are welcome to attend.

**SEVIS**
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
- 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

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.

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.

ADDITIONAL STANDARDS FOR NON-NATIVE ENGLISH SPEAKERS

English Language Proficiency
Official scores from the Test of English as a Foreign Language (TOEFL), International English Language Testing System (IELTS), or Cambridge English: Advanced (CEA) Certificate are required of all graduate applicants, regardless of citizenship status, whose native language is not English or who have been educated in countries where English is not the native language. Applications will not be processed until the required TOEFL, IELTS or CEA score is received. The TOEFL, IELTS, and CEA scores are valid for two years from the test date and are considered official only when received directly from the testing agency and are considered official only when received directly from the testing agency. When requesting official scores, please refer to institutional code 4842 and department code 02.

TOEFL:
A minimum score of 550 (paper based), 213 (computer based), or 80 (Internet based) is required for admission consideration. Generally, applicants should achieve at least 20 in all TOEFL subscores on the internet-based exam.

IELTS
A score of 6.5 or higher is required to be considered for admission. Each individual band score must be 6.0 or higher.
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.

English Language Exemption
In some cases, applicants may be exempted from English proficiency test requirements if, by the time of matriculation, they have earned a baccalaureate degree or higher from a formally-recognized/accredited university where the institution's language of instruction and examination is English. Such applicants may be exempt from the TOEFL/IELTS/CEA requirement.

English Conditional Admission - ECA
In cases where minimum TOEFL/IELTS/CEA scores were not achieved, University College may offer English Conditional Admission (ECA) to academically qualified non-native English speakers. Such applicants must take training through the University of Denver’s English Language Center to meet the English language requirement. English language training at centers outside of the University of Denver will not be counted toward meeting English language proficiency requirements.

International applicants with a three-year baccalaureate degree cannot be granted English Conditional Admission.

ECA students cannot enroll in any regular degree courses prior to meeting the University’s English requirement. In order to be granted regular status in their graduate degree programs and become eligible to take academic classes, ECA students must meet one of the following requirements:

- Present a University College qualifying minimum TOEFL, IELTS or CEA score and take the or
- Successfully complete intensive English courses through level five at the University’s English Language Center (ELC).

Students seeking ECA under F-1 or J-1 immigration status must prove their ability to pay for their first year of major/degree studies prior to matriculation even though they will initially attend the English Language Center (ELC). It is expected that these financial resources will remain available for the duration of the degree program.

Financial aid awards for the degree program cannot be applied to the costs for English language training and additional proof of funding may be requested before the appropriate immigration document can be issued.

If admitted conditionally, the student’s English language proficiency will be tested by the ELC and the student will be placed in the appropriate class level (one through five). Testing for ELC class levels will take place after a student arrives on the University of Denver’s campus and prior to the beginning of ELC classes.

TRANSFER OF CREDIT

Transfer of Credit for a Master’s Program
Transfer credit toward a 48 credit hour University College master’s degree is limited to 12 quarter hours.
Note: Only one core course and only one course in a concentration may be waived on a degree plan and that only one core course may be waived on a certificate plan. Students must replace a waived course with transfer hours (degree only) or University College courses in order to meet the total credit hours required on the degree or certificate plan. Transfer credit hours must be submitted on the Transfer of Credit Request form and be approved by the University of Denver Registrar’s Office.

Transfer of Credit for Certificate Program
Credits from other institutions may not be transferred into a certificate program. Credit applied toward the requirements of one certificate may not be applied as credit toward a second certificate from University College. Independent study hours cannot be applied toward a certificate unless approved by the academic director.

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, other institutions of higher education, or to be accepted meeting high school graduation requirements, should meet with advisors from those institutions to determine whether or not University College credits will be accepted or transferred. This determination cannot be made by University College.

Transfer Credit Policy for Graduate Degrees
- The student must initiate in writing the request for transfer of credit through the program of study and is responsible for seeing that the transfer of credit is requested prior to the beginning of the first term but not later than the end of the first term. Transfer of credit requests for course work taken from another institution during the University of Denver’s program of study needs to be submitted in the returning quarter and no later than the preceding term in which the student wishes to graduate.
- The student is responsible for seeing that the transfer of credit is posted on the DU transcript and that the department, appropriate student services office of the college, school, or department and the Office of Graduate Studies have approved the request.
- Graduate coursework and credit hours already applied toward a degree received from the University of Denver or another institution cannot be accepted as transfer credit towards another graduate degree of the same level or less. Graduate credit earned and not applied towards a degree may be eligible for transfer of credit to a University of Denver degree.
- An official transcript must be on file in the Office of the Registrar.
- The transfer credit must have been earned as graduate credit at a regionally accredited institution offering a graduate degree program in a similar field for which the student is currently seeking a degree. Transfer credit is approved on a course-by-course basis, unless it is a blanket transfer of credit hours for a doctoral program from a previously earned master’s degree.
- The credit must have been earned within a five-year period preceding the request for transfer of individual courses. Exceptions to this regulation may be made only by petition with specific justification by the college, school or department to the Associate Provost for Graduate Studies.
- Coursework with a “B” grade or better may be requested to be transferred (a grade of “B-“ or lower is unacceptable).
- Courses taken on a pass/fail basis are not acceptable for transfer, unless the instructor provides a class syllabus and the student provides proof from the institution that a “Pass” is equivalent to a “B” or better.
- Transfer credit is not included in the computation of the grade point average for the current degree.
Transfer credit is not accepted toward meeting certificate requirements.

Coursework Taken Prior to Enrollment at the University of Denver
Credits earned prior to enrollment in a degree program at the University of Denver may be transferred to meet degree requirements at the University of Denver in accordance with the transfer of credit policy and for students entering the University without a previous graduate degree. The request for the transfer must be made prior to or during the first quarter of attendance as a University of Denver degree-seeking student.

Coursework Taken After Enrollment at the University of Denver
If the credit to be transferred is earned while the student is already enrolled in a degree program at the University of Denver, the student may transfer graduate credit earned from a regionally accredited institution to meet degree requirements at the University of Denver in accordance with the transfer of credit policy.

- The student must initiate in writing a request for approval of outside coursework prior to enrolling in the course. The written request, which is submitted to the college, school or department, should include the name of the institution where the course will be taken, the course title, number of credit hours, course description, and the student’s reasons for requesting outside credit.

TUITION, FEES & REFUNDS

Tuition Charges
Tuition is charged at a per credit hour rate for University College courses. 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 Fees
In order to enhance opportunities for students’ use of technology in and out of the classroom and to provide multiple modalities of student learning, a student technology fee is charged each quarter to all students. This fee is charged per credit hour taken.

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 last day for 100% refund for dropped classes (date published on the University College website), 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 monthly late fees. 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
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 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 Assistant Dean of Admissions and 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.

Withdrawal Form
Students who withdraw from all courses for a quarter must submit an official Withdrawal Form to the Student Support Center at the time of the withdrawal. This form can be obtained online on the Registrar’s website, [www.du.edu/registrar/forms](http://www.du.edu/registrar/forms), or by contacting the Student Support Center at 303.871.2291, 1.800.347.2042, or [ucolsupport@du.edu](mailto:ucolsupport@du.edu).

Tuition Refund Appeals
A student may appeal for an exception to the University refund policy in cases where circumstances are beyond the student’s control. A student must officially withdraw from the course(s) prior to beginning the appeals process. The statute of limitations for appeal is 90 days from the end of the course term for which the tuition is being appealed.

Informal Appeal
If a student drops all classes for a given term, an informal appeal for a full refund may be made to the University College Assistant Dean of Admissions and Student Services. An informal appeal requires that the withdrawal is completed and a request for a tuition refund is made prior to the end of the sixth week of the term (defined by the deadline for an automatic “W”). 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 as specified.

- A physical and/or mental illness prevents the student from completing the course(s). Documentation required: for physical illness, a letter on letterhead from a physician; for mental illness, a letter on letterhead from a psychiatrist or other licensed mental health professional. The letter must specifically state that the student was advised to withdraw due to illness.
• The death of a student (sixth-week deadline for informal appeal waived) prevents the student from completing the course(s). Documentation required: a memorial service folder, notice in the paper or copy of the death certificate.

• The serious illness or death of an immediate family member prevents the student from completing the course(s). Documentation required: for serious illness, a letter on letterhead from a physician, psychiatrist or other licensed mental health professional; for death, a memorial service folder, notice in the paper or copy of the death certificate.

• A job relocation or loss of employer reimbursement eligibility due to involuntary job loss prevents the student from completing the course(s). Documentation required: a letter on letterhead from the immediate supervisor or human resources administrator.

• An unexpected increase in job responsibilities, required change in work schedule or required travel prevents completion of the course(s). Documentation required: a letter on letterhead from the immediate supervisor or human resources administrator that specifies dates of increased workload or travel. The documentation requirements, as listed above, must be submitted to the Office of the Registrar prior to the end of the sixth week of the term. If the documentation is adequate and establishes a condition that prevents the student from completing the course(s), appropriate adjustments are made to the student’s account. If conditions do not merit an automatic refund, the student may make a formal appeal. Registrar’s or Bursar’s Office staff reserve the right to request a formal appeal if, in their judgment, conditions and/or documentation are inappropriate or dubious.

Formal Appeal
In cases where circumstances do not fit the criteria for an informal appeal, the end of the sixth-week (automatic “W”) deadline has passed or an informal appeal is not accepted, a formal appeal for a 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. Petitions are reviewed and decided by the tuition appeals committee, which meets monthly. 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.

Tuition Payment Methods

Tuition is normally due 10 days prior to the start of the quarter. 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). In order to open, view, and pay bills, students must log into PioneerWeb and navigate to their account details under the Student tab. Payment can be made with an ACH withdrawal from a savings or checking account.

Payment Options:
• Cash, check, money order, wire transfer
• Employer reimbursed deferral
• Employer direct billing
• Financial aid
• Payment Plan through the DU Bursar www.du.edu/bursar
Students should contact the University College Student Financial Services Office with billing or financial aid questions.

**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 Employer Reimbursement Payment Agreement” form is available on the University College website.

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.

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.

**GRADUATE FINANCIAL AID**

Financial aid for UCOL graduate students is available through Federal Stafford Loans.

**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 October 1st each upcoming academic year and is submitted online at https://www.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 approximately 30% of 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 Unsubsidized Loans**

To qualify for Federal Direct Unsubsidized Loans, graduate students must be accepted to a degree or certificate program and be enrolled at least half-time (4 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 Unsubsidized Loans are the most common type of aid for graduate 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 Direct Graduate PLUS Loans, and private education loans. For information on these options, please visit the Office of Financial Aid website at [http://www.du.edu/finaid/gradfinance.htm](http://www.du.edu/finaid/gradfinance.htm).

**Financial Aid: Satisfactory Academic Progress (SAP)**

In order to continue receiving financial aid, students must maintain 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. (Please note: this policy pertains only to financial aid and is separate from other academic policies published by the institution.) SAP is monitored on a yearly basis—usually in mid-to-late summer—and is effective the following fall term. Certificate program students are an exception; their SAP is monitored at the end of every term. As a financial aid recipient, students must maintain the following minimum standards to continue receiving financial aid:

- Maintain a **Cumulative Grade Point Average (CGPA)** of 3.00
- Complete and pass a minimum of 66.6% of all courses attempted. This is known as a student’s **Cumulative Completion Rate (CCR)**.
- Complete the degree within 150% of the minimum credits required to graduate. This is known as the **Maximum Time Frame (MTF) limit**.

**Return of Title IV Funds (R2T4) Policy**

Title IV (Federal) funds are awarded under the assumption that a student will attend school for the entire period for which the assistance is awarded. When a student withdraws from all courses, for any reason including medical withdrawals, the student may no longer be eligible for the full amount of Title IV funds originally scheduled to be received.

If a student withdraws from all courses prior to completing at least 60% of term, the student may be required to repay a portion of the federal financial aid received for that term. A prorata schedule is used to determine the amount of federal student aid funds the student will have earned at the time of withdrawal.

The return of funds is based upon the concept that students earn their financial aid in proportion to the amount of time in which they are enrolled. Under this reasoning, a student who withdraws in the second week of classes has earned less of his/her financial aid than a student who withdraws in the seventh week. Once 60% of the term is completed, students are considered to have earned all their financial aid and will not be required to return any funds. If
students withdraw during the 100% refund (add/drop) period for any term, all aid for that term will be cancelled and returned.

**ACADEMIC REQUIREMENTS, POLICIES AND PROCEDURES**

**ACADEMIC STANDARDS**

*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 that are not completed within one calendar year from the quarter the original course was taken are converted to grades of ‘F’ in the GPA. All grades for repeated courses are included in determining the GPA.

*Good Academic Standing*

Graduate students must maintain a GPA of 3.0 or higher to be in good academic standing.

*Grade Point Average Below 3.0*

Any student whose overall GPA falls below a 3.0 is no longer in good academic standing and may be warned, put on probation, suspended, or terminated, depending upon the grade point deficiency. University College will inform the student of the deficiency, and the student must contact his/her advisor to develop a plan to remedy the academic deficits. If it is numerically impossible for the student to raise his/her GPA to 3.0 within two consecutive quarters, or if in the opinion of the student’s advisor, department chair and/or dean, the student is not making academic progress to finish the requirements of the degree the student will be terminated from the program.

Students cannot take more than 8 quarter hours beyond the degree requirements in order to make up grade deficiencies. These additional credit hours should be relevant for the degree and approved by the student’s advisor. Students whose grades are still deficient after taking the additional 8 hours are terminated from the degree program.

Students whose GPA falls below a 3.0 may not be eligible for some types of financial aid. For more information, see Section 8.4 Financial Aid: Satisfactory Academic Progress (SAP) or contact the Office of Financial Aid for details.

*Grade Changes*

Grades submitted by instructors at the end of the term are final and are not subject to change by reason of revision of judgment on the part of the instructor. 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.

In the event of a grade error, the faculty member should change the grade using the University's grade change process. Any correction or appeal of a grade must take place in the term following the one in which the grade was assigned.
The initial reporting of a grade does not require the grade change process; if the grade was not recorded or if the course is listed as IP (In Progress), a memo on departmental letterhead will suffice to report the grade.

Probation
Any student whose overall grade point average falls below a 3.0 is no longer in good academic standing and will be put on probation, suspended, or terminated, depending upon the grade point deficiency. University College will inform the student of the deficiency, and the student must contact his/her advisor to develop a plan to remedy the academic deficit.

After two quarters of deficit, not to exceed one year, or, in the opinion of the student’s advisor, department chair and/or dean, the student is incapable of raising his/her GPA to 3.0, or finishing requirements for the degree, the student may be terminated from the program.

Students on academic probation may not receive any final grades below a grade of C in any courses during their academic probation period. Students whose GPA falls below a 3.0 may not be eligible for some types of financial aid. For more information, see Financial Aid: Satisfactory Academic Progress (SAP) or contact the Office of Financial Aid for details.

Suspension
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 request readmission through his/her program’s admission office.

Termination
A student will be recommended for termination from his/her graduate program for the following reasons:

- the student maintains a GPA lower than 3.0 for three consecutive quarters (two semesters)
- if it is numerically impossible for the student to raise his/her GPA to 3.0, or if in the opinion of the student’s advisor, department chair and/or dean, the student is incapable of raising his/her GPA to 3.0 or finishing requirements for the degree
- a department can document that a student will not be returning
- the time limit for completing provisions has expired
- grades required in admission provisions have not been met
- the time limit for completion for the degree has expired
- the request for an extension of time has been denied
- the student wishes to change to another degree program outside of the college, school, or department in which s/he is currently enrolled
- severe academic or behavioral misconduct
- violation of the Honor Code

If the student chooses to reapply to a program after being terminated, the time limit to complete the degree may not automatically be reset, and there is no guarantee a student will be readmitted, even if s/he reapplys.
Graded Work Accepted for the Degree

A satisfactory quality of achievement with a grade point average of “B” (3.0) or better is required in graduate coursework accepted for the degree. The average is determined on the basis of the University’s grading system. In no case may more than one-fourth of the hours accepted toward the degree be grades of “C.” A grade lower than “C” renders the credit unacceptable for meeting University degree requirements.

Students cannot take more than eight quarter-hours beyond the degree requirements in order to make up grade deficiencies. These additional credit hours should be relevant for the degree and approved by the student’s advisor. Students whose grades are still deficient after taking the additional eight hours are terminated from the degree program.

Students enrolled in a graduate program should not take courses towards another degree program unless they have been accepted into the second program, and no more than 12 quarter hours of credit may be earned at the University of Denver and applied towards a degree program before acceptance into that degree program. Advanced degrees are not awarded automatically on completion of the required number of courses or hours of credit.

Graded Work Accepted for the Certificate

A satisfactory quality of achievement with a grade point average of “B” (3.0) or better is required in graduate coursework accepted for the certificate. The average is determined on the basis of the University’s grading system. A grade lower than “C” renders the credit unacceptable for meeting University certificate requirements.

Students may apply for more than one certificate; however, hours counted toward one certificate cannot be counted toward another certificate.

Course Substitution

Accepted master’s degree and certificate students are required to complete all courses as outlined on their approved degree/certificate plan. However, if a student has documented experience in a particular content area, they can request a course substitution from the academic director. Only one core course and only one course in a concentration may be substituted on a master’s degree plan and only one concentration course may be substituted on a certificate plan. Students must replace a substituted course with transfer hours (degree only) or approved University College courses in order to meet the total credit hours required for the degree or certificate. Transfer credit hours must be submitted on the “Transfer of Credit Request Form” and be approved by the University of Denver Registrar’s Office. A “Course Substitution/Waiver Form” must be submitted to the academic director for approval and can be obtained from the student’s academic advisor.
**GRADES AND REPORTING**

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

- A (4.0)
- A- (3.7)
- B+ (3.3)
- B (3.0)
- B- (2.7)
- C+ (2.3)
- C (2.0)
- C- (1.7)
- D+ (1.3)
- D (1.0)
- F (0.0)
- I (Incomplete)
- W (Withdrawn; hours do not count in the computation of the grade point average)
- NC (No Credit)

**University College Course Grading Scale**
The University College course grading scale is as follows:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Percentage Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>94% - 100%</td>
</tr>
<tr>
<td>A-</td>
<td>90% &lt; 94%</td>
</tr>
<tr>
<td>B+</td>
<td>87% &lt; 90%</td>
</tr>
<tr>
<td>B</td>
<td>84% &lt; 87%</td>
</tr>
<tr>
<td>B-</td>
<td>80% &lt; 84%</td>
</tr>
<tr>
<td>C+</td>
<td>77% &lt; 80%</td>
</tr>
<tr>
<td>C</td>
<td>74% &lt; 77%</td>
</tr>
<tr>
<td>C-</td>
<td>70% &lt; 74%</td>
</tr>
<tr>
<td>D+</td>
<td>67% &lt; 70%</td>
</tr>
<tr>
<td>D</td>
<td>64% &lt; 67%</td>
</tr>
<tr>
<td>D-</td>
<td>60% &lt; 64%</td>
</tr>
<tr>
<td>F</td>
<td>&lt; 60%</td>
</tr>
</tbody>
</table>

**Grade Reports**
Students may view grades for courses on PioneerWeb. Grades are available on PioneerWeb 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.

Students receiving Employer Reimbursement will automatically receive a grade report to their DU email. The Employer Reimbursement Payment Agreement form must be renewed each academic year and is available in PioneerWeb under the University College tab.

**Incomplete Grades**
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 (I) grades should be assigned only when all requirements for the course have not been completed because of circumstances beyond the student’s control. Incomplete (I) grades should be
Incomplete grades may be assigned only when the student has made specific arrangements with the instructor prior to the end of the term. An incomplete (I) grade should not be assigned in any other circumstances.

Incomplete grades may be given only in the following circumstances:

- the student's work to date is passing; and
- the student has attended and successfully completed at least 80% of the course and coursework; and
- an illness or other extenuating circumstance legitimately prevents completion of required work by the due date; and
- required work may reasonably be completed in an agreed-upon time frame; and
- the Incomplete is not given as a substitute for a failing grade; and
- the Incomplete is not based solely on a student's failure to complete work or as a means of raising his/her grade by doing additional work after the grade report time; and
- the student initiates the request for an Incomplete grade before the end of the academic term; and
- 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 by the sixth week of the quarter.

Once the coursework is completed and graded, the instructor must submit the grade using the University’s grade change process. 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 by the completion date listed on the Incomplete form and no later than one calendar year; whichever comes first. 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 approval of the dean of the unit in which the course was taken. The coursework may be completed while the student is not enrolled.

Incomplete grades will expire on the date selected by the professor when the grade of incomplete is entered. This date will be no more than one calendar year from the last day of classes of the quarter in which the incomplete was incurred. Faculty may enter a default grade that will appear on the transcripts should the expiration deadline lapse without further action on the part of the student. Incomplete grades may be replaced with letter grades prior to the expiration deadline with faculty approval through PioneerWeb.

Incomplete grades appear on the transcript for up to one year and they do not affect the grade point average at this stage. After one year, or at the time of graduation, incomplete grades will change to (F) and affect the 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.) Notation of the original incomplete status of the grade remains on the student’s transcript along with the final grade.

An Incomplete grade may not be considered passing for purposes of determining academic standing, federal financial aid eligibility, athletic eligibility, or other purposes.

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 re-register for the course in order to remove the (I).

**Requesting an extension to an incomplete** - Only in extenuating circumstances, with academic
Multiple Incompletes - If two or more incomplete grades are recorded, a registration hold will be placed on the student record. Academic advisor permission is required in order to register.

Capstone Project Incomplete Grade - University College students must submit an “Application for a Grade of Incomplete” to the program’s academic director no later than one week before the end of the quarter in which they are registered for the Capstone Project. Upon approval, students will have one academic quarter to complete the project. Please see the section Master’s Degree Capstone Information.

Capstone Seminar Incomplete Grade - A grade of incomplete will not be granted in the Capstone Seminar. The grade earned at the end of the term will be assigned. Please see the section Master’s Degree Capstone Information.

REGISTRATION

Student Responsibilities for Registration Procedures

Students must register by the appropriate deadlines for all courses they wish to attend.

New students must register by submitting a New Student Registration form, available on the University College website or by calling the University College Student Support Center. Following the initial registration, students may register for courses through PioneerWeb or by calling the University College Student Support Center. Courses requiring special permissions or forms, such as independent study, internships, those with unmet prerequisites, or the Capstone, require academic advisor approval prior to registering. Students are expected to check with academic advisors and/or the program requirements listed on their degree or certificate prior to attempting to register for courses.

Registrations are determined on a first-come basis. Students should 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. Registration may be conducted via Telephone by calling 303.871.2291 or 1.800.347.2042; Online through PioneerWeb; or Walk-in: University College, 2211 S. Josephine Street, Denver, CO 80208.

Students may drop or add courses without approval or penalty through the first seven days of a quarter (summer session excluded) through PioneerWeb or during regular office hours in the registration office.

Priority Registration

Priority registration is available to fully admitted master’s degree students who have completed at least 20 credit hours two quarters prior to registration.

Course Cancellations

If a University College course is cancelled, the Student Support Center 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 Center, or if using Web registration, select ‘waitlist’ on the action dropdown box. If a seat opens in the class, students will be notified to their DU email account 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. Students wishing to add a class after the class has begun may do so through the first week of the quarter (Monday through Friday). Students may not attend class without being officially registered.

Credit Load
A full-time graduate student may enroll for 8 to 18 credit hours each quarter. A credit-hour load of more than 18 hours requires instructor and advisor approval and the signature of the dean of the unit.

Note: The total study load includes all courses taken at the University of Denver and at other institutions concurrently. Courses taken for no-credit (NC) are also applied toward the total study load. The maximum enrollment for any quarter is 20 credit hours.

No-Credit Courses
University College offers most courses for no-credit (NC) on a space-available basis. If there is a waiting list of for-credit students, however, the no-credit student will be given the option of changing to credit status or withdrawing from the class.

To enroll for no-credit, students must register by phone with the University College Student Support Center. Students who enroll for a class for no-credit are expected to attend all classes and be prepared to participate fully. However, they are not required to take exams or to complete written assignments. Instructors will not evaluate written work. Courses taken on a no-credit basis do not apply as part of the minimum credit-hour requirements for any graduate degree or certificate.

A no-credit registration cannot be changed to a credit registration after the course has begun. Furthermore, a student enrolled for credit cannot change to ‘no-credit’ after the sixth week of the quarter. Such courses count as full credit value in determining the total study load allowed. Courses taken on a no-credit basis do not apply as part of the minimum credit-hour requirements for any graduate degree. The tuition charge for no credit courses is the same as for credit courses.

If adding the no-credit course creates a course overload, it requires approval from the instructor, advisor and dean of the unit.

No credit courses are listed on the student’s permanent record with a grade of No Credit (NC). Students receiving any type of financial aid, scholarship, grants or tuition waiver should check with the Office of Financial Aid before registering for NC as financial aid or waiver may not cover courses taken for no-credit.

Class Attendance
Students must officially enroll for the courses they attend. Students are expected to attend all meetings of classes for which they are registered. 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.

Dropping Courses

Notification by Student of Intent to Withdraw

Students may notify the University College Student Support Center of their intent to withdraw by completing the Withdrawal Form or, if registered for classes, by making notification via the web, in person, by fax or by phone. The completed Withdrawal Form should be submitted to the Student Support Center (email: ucolsupport@du.edu or fax: 303-871-3305). The withdrawal date is the date that the student notifies the University College Student Support Center. It will be noted on the form. Students who request a withdrawal via the phone are expected to read the information on the Withdrawal Form as well as that on the Withdrawal Information Sheet and Checklist. During the automatic withdrawal period classes will be dropped on the date of notification.

A student must officially drop a course or a failing (F) grade is assigned. The only exception is in the case of an administrative withdrawal.

When a student ceases to attend a course, the student remains enrolled in the course unless the course is officially dropped through the University College Student Support Center. A course may be dropped without instructor’s approval through the published date for automatic withdrawal (generally the end of the sixth week of a quarter). A student cannot drop a course after the automatic withdrawal (W) deadline without the instructor’s signature and advisor’s signature. All required signatures submitted to the appropriate registration office. If the drop is not requested and approved, the student remains enrolled in the course and will receive a failing (F) grade for the course. The student is liable for payment of all tuition and charges related to the course.

In cases where the grade report indicates the student never attended, the Registrar may process the withdrawal request without referral to the Associate Provost’s office or the Graduate Academic Concerns Committee. Section and level corrections are also delegated to the Registrar’s Office.

In some cases, the student may need to submit a formal petition for an exception to academic policy to withdraw from a course.

International students who are considering withdrawing from the University should also contact the Office of International Student and Scholar Services (ISSS) in addition to following the Office of Graduate Studies procedures.

Official Drop Periods

Courses dropped through the first seven days of a quarter (Monday-Sunday) are deleted from the student’s record. Tuition will be reversed through this time period (first 10 percent of the term), if applicable.

A notation designating a withdrawal (“W”) is assigned for courses officially dropped after the first week of the quarter. The course appears on the student’s record with a withdrawal (“W”) grade notation. Credit hours for the withdrawn course are not earned and the “W” grade notation is not calculated in the GPA.
**Automatic Withdrawal Period**
A course may be dropped without instructor approval through the published date for automatic withdrawal (generally the end of the sixth week of a quarter, 60 percent of the term). Withdrawal deadlines and tuition refund schedules are available at www.universitycollege.du.edu.

**Dropping Classes after Automatic Withdrawal Period**
A course may be dropped with instructor permission during the seventh and eighth week of the quarter.

Students may not withdraw from courses after the eighth week of the quarter (or after the fourth week of a five- or six-week course).

**Academic Dishonesty and Withdrawals**
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, the Office of the Registrar can reinstate a course that has been dropped without notification to the student. Once the case is heard by the Office of Student Conduct or reviewed by the unit in which the case originated, and if academic dishonesty is determined, an instructor may assign a student a failing (F) grade for the course. 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.

**Requesting Drop When Student is Failing**
An instructor may refuse to give permission to drop a course to a student who is failing the course.

**Drops with Approval**
After the sixth week of a ten-week quarter the instructor’s signature and advisor’s signature are required to drop a course.

**Drop Deadlines**
Withdrawals during the last two weeks of the ten week quarter are not allowed.

The Office of the Registrar will maintain these and other important registration activity deadlines.

**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. Graduate students who earn below a 2.0 (C) in a class 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.

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 first grade of the course.

Students may not take more than eight hours beyond master’s degree requirements in order to make up grade deficiencies. Student who are deficient after taking the additional hours are dismissed from the degree program.
Course Information

Enrollment in any course implies the permission of the instructor and the department. Courses are subject to the prerequisites identified in the course description unless the instructor approves appropriate equivalent experience or study.

Graduate courses to be applied in a cognate area are subject to the approval of the major department or program.

Course Number Designation

Graduate credit cannot be earned in courses numbered below 3000.

University College 3000-level courses are not offered for graduate credit and are not approved to count toward graduate degrees or certificates.

The course number consists 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.

<table>
<thead>
<tr>
<th>Courses</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-collegiate or Remedial courses</td>
<td>0001-0999</td>
</tr>
<tr>
<td>Undergraduate Courses (Lower Division)</td>
<td>1000-1999</td>
</tr>
<tr>
<td>Advanced (Upper Division) Undergraduate Courses</td>
<td>2000-2999</td>
</tr>
<tr>
<td>Advanced Undergraduate and Certain Graduate Courses</td>
<td>3000-3999</td>
</tr>
<tr>
<td>Graduate Courses</td>
<td>4000-4999</td>
</tr>
</tbody>
</table>

Course Formats

University College offers courses in several different formats: online, on campus, hybrid and HyFlex students should review the day/time, location, and course detail information on the course schedule carefully to ensure registration for the correct delivery method for each course.

Hybrid course
A hybrid course is any combination of online and on-campus teaching. University College operationally defines a hybrid course as no fewer than 6 weeks of instruction on campus and no more than 4 weeks of instruction online. Some courses may run with more than six on-campus meetings.

HyFlex course
A HyFlex course is defined at University College as a course that is run concomitantly online and on-campus (synchronously). It is offered online at the same time that it is offered on campus, and thus, the course has a designated class time. At the time of registration students are required to designate whether they would attend all sessions online or on campus.

Independent Study

Independent study offers the opportunity to extend learning beyond formal courses and to explore intellectual independence. To be eligible for Independent Study, a student should demonstrate qualities necessary for interested and intensive inquiry. 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.
- Independent study must be at least one hour (quarter) of credit.
- No more than 8 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 and is not available to certificate students or lifelong learners. Exceptions may be made with special permission from the academic director or academic advisor.
- Independent Study forms, which can be obtained by the student’s academic advisor or Student Support Center, must be signed by the appropriate academic director and faculty member, and submitted to the Student Support Center prior to registration deadlines.

**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.
- Directed Study forms, which can be obtained by the student’s academic advisor or the Student Support Center, must be signed by the appropriate academic director and faculty member and submitted to the Student Support Center prior to registration deadlines.
- Registration after published registration dates is not permitted.

**Internships**

Internships are an option within all UCOL graduate programs with approval from the program’s academic director. Students should access the Internship Manual located on the University College tab in PioneerWeb for instructions regarding Internships.

The Internship process should begin approximately 12 weeks prior to the beginning of the term in which an Internship is to occur. The first step in requesting an Internship is to contact the program academic advisor to determine eligibility and complete required forms.
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.

Religious Accommodations and Class Attendance

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.
Campus Weather Closures
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.

Cancellations are rare. 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.

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.

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
Required textbook information for courses are available approximately three weeks before the quarter begins on the DU Bookstore website. Entering the program (DU), term, and department area of the course on the left-hand side of the page will bring up required textbook information. Entering the CRN of the course in Course ID on the right-hand side of the page will also bring up required textbook information. If there is more than one section of the course, searching by CRN will bring up the most efficient results. Textbooks are available onsite at the DU bookstore, may be ordered online through the DU Bookstore website, or may be ordered at one of the many online bookstores: amazon.com, half.com etc. The DU bookstore makes every effort to carry textbooks for University College classes. University College recommends students check the availability of textbooks with the DU bookstore prior to coming to campus.

University College Academic Calendar
University College academic calendar may differ from the University of Denver academic calendar. Students should review the calendar on the University College website for University College specific dates and deadlines.

Quarter System
The academic calendar is divided into autumn, winter, and spring quarters, and summer session. Each quarter is 10 weeks long.
STUDENT WITHDRAWAL FROM THE UNIVERSITY

Withdrawing (Temporary or Permanent)
Students considering time away from graduate study must communicate in writing with University College prior to taking time off from the graduate 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 graduate study must communicate the decision to permanently withdraw from the graduate 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 graduate 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 graduate 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 
aademic 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 graduate 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 mental health and/or physical health condition may apply for a voluntary Medical Leave of Absence from the University. The following describes the circumstances under which a student may request a Medical Leave of Absence and the procedures the student must follow:

1. The student may submit Application for Medical Leave of Absence for Graduate Students for 
mental health and/or physical health conditions that prevent the student from functioning 
successfully or safely as a member of the University community. The University may approve a Medical Leave of Absence if the student submits adequate documentation from the student’s 
treating physician, licensed mental health provider, or other licensed healthcare provider 
specifying a mental health and/or physical health condition that causes a degree of functional 
impairment that warrants a complete withdrawal from academic study for an academic term.

2. Along with the application, the student must submit adequate medical documentation from the 
student’s treating physician, licensed mental health provider, or other licensed healthcare 
provider for the mental health and/or physical health condition indicated in the application. 
The documentation must include the following, as outlined in the Treating Healthcare Medical 
Leave of Absence Form:
   a. The treating physician, licensed mental health provider, or other licensed healthcare 
      provider’s professional qualifications and licensure
   b. Date the student first consulted the provider
   c. Number of visits with the provider
   d. Professional opinion regarding the approximate date on which the symptoms first 
      began
   e. Diagnosis of the mental health and/or physical health condition
   f. Impact of the condition on the student’s academic activities (including attending 
      classes and completing coursework)
   g. Identification of the degree of functional impairments that warrants withdrawal from 
      all courses for the term
   h. Treatment recommendations and estimated length of treatment plan
3. Students experiencing mental health and/or physical health conditions should promptly seek care from their treating physician, licensed mental health provider, or other licensed healthcare provider and should request a Medical Leave of Absence before the end of the 6th week of the quarter or 9th week of the semester. In exceptional circumstances, if the student submits adequate medical documentation of mental health and/or physical health emergency or a significant exacerbation of symptoms, students may submit an application for a Medical Leave of Absence by the last day of the term.

Exchange of Information with Healthcare Provider

Students must submit a completed Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliant consent form to their healthcare provider’s office to authorize their healthcare provider to submit the required documentation to the University of Denver.

The University may only release information the student submits pursuant to this policy as permitted by the Family Educational Rights and Privacy Act (FERPA).

In connection with the Application for Medical Leave of Absence for Graduate Students, the student must also submit a FERPA release permitting the DU Campus Life and Inclusive Excellence (CLIE) staff to exchange information with the student’s treating healthcare provider to address the student’s ability to perform as a student for the period covering the Medical Leave of Absence application process, the duration of the approved Medical Leave of Absence, and the Medical Reentry process.

Medical Leave of Absence Eligibility Requirements and Conditions

- Students may seek a Medical Leave of Absence only for their own personal mental health and/or physical health circumstances.
- Students seeking a leave of absence for other reasons may apply for a Personal Leave of Absence.
- Students participating in an international education program may not seek a Medical Leave of Absence for the term in which the student is participating in the international education program.
- The Medical Leave of Absence program is not intended to shield a student from unsatisfactory progress or any other academic irregularity unrelated to a mental health and/or physical health condition that causes a degree of functional impairment that warrants a complete withdrawal from academic study for an academic term as provided in this policy.
- If a student takes courses for credit at another institution while on a Medical Leave of Absence, the student must comply with the applicable policies for receiving transfer of credit toward a degree from the University of Denver. Graduate students should refer to the transfer of credit procedures in the Graduate Bulletin.
- A student may receive a Medical Leave of Absence (including any retroactive requests for a Medical Leave of Absence) a total of two times during enrollment in an educational program at the University.
- A student who has already received two Medical Leaves of Absence during enrollment in an educational program and who has a mental or physical health emergency during a subsequent term may submit a request for an additional Medical Leave of Absence. The Associate Vice Chancellor of Campus Life & Inclusive Excellence or their designee, in consultation with the Director of the Disability Services Program and the Executive Director of the University's Health & Counseling Center or their respective designees, has the discretion to determine whether to grant an additional Medical Leave of Absence.
- If the University approves a Medical Leave of Absence, Campus Life & Inclusive Excellence staff will notify relevant offices/departments that the student is withdrawing for medical reasons. A student cannot withdraw a request for a Medical Leave of Absence after the University has approved the request.
If the student is unable due to their mental health and/or physical health condition to complete an application for a Medical Leave of Absence, at the discretion of the Associate Vice Chancellor for Campus Life and Inclusive Excellence or their designee, the University may accept an email from the student as notice that another individual will complete the application on behalf of the student, provided that the student has executed a FERPA release for such individual.

If the student submits an application for a Medical Leave of Absence after the last day of the term, the student must also file a Petition for Exception to Academic Policy and provide the supporting documentation required for such petition. The student must also request a retroactive drop of all courses for that term due to medical reasons.

The same requirements for adequate medical documentation apply through this process.

**Processing a Medical Leave of Absence**

- The complete [Application for Medical Leave of Absence for Graduate Students](#) and all relevant medical documentation must be submitted within two weeks of the last date the student attended classes and no later than the published last day of the term.

- If the documents (Application for Medical Leave of Absence for Graduate Students and official medical documentation) are submitted and approved before the end of the sixth week of the term, all courses will be dropped, the relevant departments will be notified on the student’s behalf, and tuition refunded.

- If the completed application and supporting medical documentation are submitted and approved after the sixth week of the regular academic term and before the published last day of the term, the student may be required to petition separately for a late withdrawal from courses and file a formal appeal for a tuition refund. *For summer, interterm or intensive short courses, please refer to the Academic Calendar on the Office of the Registrar’s website for current add/drop dates.*

- Students may not apply for a Medical Leave of Absence for a term which has ended. Please contact the Office of the Graduate Studies to discuss what options might be available for future terms.

- 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 Office of Graduate Studies 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 (HIPPA).

**Medical Documentation**

Appropriate medical documentation must be submitted with the [Application for Medical Leave of Absence for Graduate Students](#) and must include the following:

- a signed and dated letter, on clinic letterhead, from a medical care provider appropriate for the medical condition indicated

- diagnosis of the condition and how the condition prohibits the student from attending classes and/or completing coursework and indicating confirmation of *significant functional impairments* that warrant withdrawing from all courses for the term
Returning from a Medical Leave of Absence

At least six weeks before the start of the term in which a student desires to return to the University, and as a condition of voluntarily seeking one of the following:

- Medical Leave of Absence
- Retroactive Withdrawal for Medical Reasons
- Tuition Refund for Medical Reasons

The student must demonstrate that they have spent a sustained period of time away from the University and must provide adequate medical documentation from the student’s treating physician, licensed mental health provider, or other licensed healthcare provider that the student is prepared to perform successfully academically with a full-time course load.

The student must complete the following steps for the reentry process:

1. Complete the Reentry application and submit an academic and transition success plan
2. Submit medical documentation from the student’s treating physician, licensed mental health provider, or other licensed healthcare provider addressing the following criteria, as specified in the Treating Healthcare Medical Reentry Form:
   a. The treating physician, licensed mental health provider, or other licensed healthcare provider’s professional qualification and licensure
   b. Professional opinion regarding the student’s ability to successfully perform academically with a full-time course load at the University with or without continued treatment
   c. A treatment summary with the following specificity:
      - Time span and type of treatment provided to the student during the student’s time away from the University
      - Whether the treatment was concluded (with or without the healthcare provider’s approval) or is on-going
      - Specific intensive treatment, if any, while on the Medical Leave of Absence
      - Demonstrated understanding of the diagnoses and functional impairment that resulted in a Medical Leave of Absence, and clear evidence that the healthcare provider completing the medical documentation for Reentry addressed these specific issues in the treatment of the student during the Medical Leave of Absence
      - If treatment is ongoing, recommended treatment plan during student’s return to full time study
      - Any continuing care needs or concerns for the student
      - Any safety concerns for the student or for others in the University community

The Associate Vice Chancellor for Campus Life & Inclusive Excellence or their designee, in consultation with the Director of the Disability Services Program and the Executive Director of the University’s Health & Counseling Center or their respective designees, has the discretion to determine whether the student has submitted sufficient documentation to support the Reentry application. The University may establish conditions for the student in the first term after reentry based on the information provided in connection with the Reentry application. If the University approves the student’s Reentry application with conditions, the student must also submit updated medical documentation consistent with the conditions or as otherwise provided in the approval of the Reentry application.

The student must submit medical documentation and any other information required by the Reentry application with sufficient time to allow for processing and priority registration. The student must also comply with all other applicable procedures for returning to the University.
If a student seeks to extend their Medical Leave of Absence beyond one year, the student should contact the staff in Student Outreach & Support at care@du.edu to discuss applicable procedures.

**Appeals for Denial of Medical Leave of Absence or Reentry**

Students may appeal a decision denying a Medical Leave of Absence and/or Reentry to the Vice Chancellor of Campus Life and Inclusive Excellence or their designee. The grounds for appeal are limited to the following:

- The existence of procedural errors so substantial that such errors greatly impacted the decision
- New medical documentation that was not reasonably available at the time of the initial decision.

Students who have concerns regarding a possible violation of the University’s anti-discrimination policies should contact the University’s Office of Equal Opportunity.

**Tuition Refund due to Medical Leave of Absence**

The University will prorate any tuition and fee refunds for the portion of the term covered by the approved Medical Leave of Absence provided that the student is responsible for the tuition and fees for the remaining portion of that term. 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, the University will determine the amount of any refunds based on the term length and course start date. The University will determine the week of withdrawal for the purpose of issuing a refund based on criteria including the student’s participation in academic activities and the information provided by the student’s treating physician, licensed mental health provider, or other licensed healthcare provider pursuant to this policy. A student who submits an application for a Medical Leave of Absence cannot file a Tuition Refund Appeal with the Bursar’s Office for the same term for which the student requests a Medical Leave of Absence. Please 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**

Students will be subject to mandatory withdrawal if the Associate Provost for Graduate Studies or his/her designees, in consultation with appropriate university administrators, has probable cause to conclude that the student has engaged or threatens to engage in the following:

- poses a significant danger of causing imminent physical harm to others
- impedes the lawful activities of other members of the campus community
- reasonably demonstrates an inability to maintain academic progress at the University
- fails to comply with a request for mental health evaluation after exhibiting behavior that poses imminent self-harm

Except in emergencies (see *Mandatory Interim Emergency Withdrawal Policy*) at least seven days advance notice will be given to the student if s/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. This statement will include the requirements for re-admission to 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 Graduate Studies 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 others, or
- the student suffers an accident or illness that gravely disables him/her, or
- the student is 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 his/her 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 or not the student’s behavior poses a significant danger of causing imminent physical harm to others, or of 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

**Administrative Withdrawal**

Students are administratively withdrawn from courses that are canceled by the University. Canceled courses are deleted from the student’s record and tuition charges reversed, if appropriate. Students are notified of the cancellation by the college, school or department responsible for offering, and subsequently canceling, the course.

**Student Death Response and Notification Guidelines**

Please refer to the Office of Graduate Studies for specific policies and procedures regarding university response to and notification of a graduate student death.

---

**STUDENTS CALLED FOR MILITARY DUTY**

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).
- Room and board charges will be pro-rated based on the student’s official check-out date.
- For new students, an enrollment deposit is required to confirm their acceptance of the offer of admission. If a student is deployed to active duty military service before the beginning of the planned term of enrollment, the deposit will be refunded.
- 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.

MASTER’S DEGREE CAPSTONE INFORMATION

The Master’s Degree Capstone

The master’s degree Capstone is four quarter hours and consists of the Capstone Seminar, the Portfolio Capstone (Professional Creative Writing and Communication Management master’s only) or the Capstone Project. Some departments require an oral presentation. Fully admitted students may register for the Capstone with a minimum of 40 quarter hours of credit, which must include completion
of all core courses, with a cumulative GPA of 3.0 or better. Students should contact their academic advisor prior to completing 32 credit hours, to discuss which capstone option meets their academic requirements. Capstone option details are available in the University College tab in PioneerWeb.

The Capstone Seminar class is best for students who have:

- no clear thesis or problem statement, prefer the class structure, or have not been in a class for a year or more;
- the interest to perform an analysis of a policy, procedure or program, technical challenge, or a contrast and comparison of two programs, policies or procedures;
- no need for data collection, original surveys, or interviews;
- Capstone Seminar must be completed within one quarter. Incomplete grades will not be assigned.

The Capstone Project is done one-on-one with a Capstone Advisor/Instructor. This option is best for students who have:

- a project already identified;
- done some preliminary research;
- discussed the project with potential advisors and would like to research a thesis or problem statement in depth;
- a need for data collection, original surveys, or interviews.

The Portfolio Capstone is required for students in the Communication Management or Professional Creative Writing master’s degrees. Students will:

- write thorough annotations of digital files selected from among those that have been uploaded to a student’s portfolio;
- write a reflective essay in which the student will summarize, analyze, and synthesize the work produced during studies; and
- complete a “pinnacle assignment” that integrates annotations and reflections into a discipline-specific, academically and professionally cogent work.

Procedure
Before registering for the Capstone Seminar or Portfolio Capstone, students must obtain permission from their academic advisor. The academic advisor will enter approval into the student record system allowing students to register online for the course.

To successfully complete the Capstone requirements for a degree, students must earn a grade of B minus (B-) or better in the Capstone Seminar, Portfolio Capstone, or Capstone Project.

Grades and the Capstone Seminar
The grade earned in the Capstone Seminar will be assigned by the grade submission deadline for the term in which the capstone seminar was taken. An Incomplete (I) grade is not an option for this course. Students must successfully pass the Capstone Seminar with a grade of B minus (B-) or better, or retake the course.

Grades and the Capstone Project or Portfolio
When the student has completed his/her Capstone Project or Portfolio Capstone, in accordance with rules set forth in the Capstone Guidelines, the Capstone Advisor/Instructor will award a grade in consultation with the academic director, who will then complete section IV of the “Application for an
Incomplete Grade” form and submit it to the Student Support Center. The Student Support Center will only accept the completed form from the Academic Director’s Office. Students can find a complete description of requirements on PioneerWeb under the University College tab.

**Grades and the Capstone Project or Portfolio Capstone - Receiving an Incomplete**

An Incomplete ("I") is a temporary grade which may be given by the Capstone Advisor/Instructor to a student when illness or other unforeseen reasons beyond the control of the student prevent completion of the Capstone Project or Portfolio Capstone by the end of the academic term. The “I” grade must receive prior approval by the academic director. Academic directors are not obliged to approve a grade of Incomplete. Students will be given the one academic term to complete the Capstone Project or Portfolio Capstone and have the “I” grade removed. The Capstone Project or Portfolio Capstone Request for Incomplete Grade policy supersedes the University’s standard incomplete policy.

**Assigning an Incomplete Grade**

In consultation with the academic director, the Capstone Advisor/Instructor and the student must reach an agreement concerning the awarding of an incomplete grade and the date upon which the Capstone Project or Portfolio Capstone must be completed. An incomplete grade in the Capstone Project or Portfolio Capstone cannot exceed one academic quarter. The student completes section I and II of the “Application for an Incomplete Grade” form and submits the form to the Capstone Advisor/Instructor before the end of week 9. The Capstone Advisor/Instructor completes section III with information regarding requirements to be met and a completion deadline and sends it to the academic director for approval. The academic director will submit the “Application for Incomplete Grade” form to the University College Student Support Center BEFORE the grade submission due date. Upon approval, the Capstone Advisor/Instructor will be notified by the academic director that a grade of “I” has been entered. The academic director will return a copy of the form to the student and Capstone Advisor/Instructor for their records. Incomplete grades assigned in the Capstone Project or Portfolio Capstone cannot exceed one quarter.

**Requesting an Extension of Time to Make-up an Incomplete Grade in the Capstone Project**

Only in extenuating circumstances may an Incomplete for the Capstone Project or Portfolio Capstone be extended beyond one quarter as recorded on the “Application for Incomplete Grade” form.

The student must complete the “Request for an Extension of Time for Makeup of Incomplete Grade” and submit it to the academic director for approval before the deadline has expired. A maximum of one academic quarter may be awarded. If an extension is not filed before the deadline expires, the “Incomplete” will automatically be converted to an “F.”

When the Director approves the final grade in accordance with Capstone Project or Portfolio Capstone grade submission guidelines, the student will complete section IV of the “Application for Incomplete Grade” form and submit it to the University of Denver Registrar’s Office.
MASTER’S DEGREE AND GRADUATE CERTIFICATE COMPLETION REQUIREMENTS

Master’s Degree Credit Requirements and Time Limit

Credit Requirements for Master’s Degree
Graduate credit required for a Master’s degree at University College is 48 quarter hours. Students may not receive a degree with fewer than the published number of credits. Students must take classes for credit and maintain a minimum GPA of 3.0 (B) to earn a degree.

Advanced degrees are not awarded automatically on completion of the required number of courses or hours of credit. Students must apply and be fully admitted to a graduate degree or certificate in order to earn the credential. Student’s cannot apply and be awarded the credential in the same quarter.

A candidate’s graduation status is reviewed upon receipt of the Application for Graduation or upon request.

Students cannot be retroactively awarded a certificate after a master’s degree has been conferred.

Students enrolled in a graduate program should not take courses towards another degree program unless they have been accepted into the second program, and no more than 12 quarter hours of credit may be earned at the University of Denver and applied towards a degree program before acceptance into that degree program.

Time Limit for Completion of the Master’s Degree
Master’s degree candidates are expected to complete degree requirements within five years of beginning their programs, as measured by the matriculation into the degree program.

Failure to complete the degree within the established time limits will result in termination unless the student successfully petitions for an extension to the Associate Provost for Graduate Studies. The student’s advisor must recommend this extension. If it is not approved, the student will be terminated from the program. Students may petition for an extension of time for a minimum of one quarter and up to a maximum of one year per request.

Candidates for graduation must submit an Application for Graduation two quarters before completing the courses specified on the degree plan.

Graduate Certificate Credit Requirements and Time Limit

Credit Requirements for the Graduate Certificate
Graduate credit required for a certificate of advanced study at University College is typically 24 quarter hours.

Certificates are not awarded automatically on completion of the required number of courses or hours of credit.
Students enrolled in a graduate certificate program should not take courses towards another certificate or degree program unless they have been accepted into the second program.

Students may apply for more than one certificate; however, hours counted toward one certificate cannot be counted toward another certificate. Students must take classes for credit and maintain a minimum GPA of 3.0 (B) to earn a certificate.

A candidate’s completion status is reviewed upon receipt of the Application for Graduation or upon request.

**Time Limit for Completion of a Certificate**
Graduate Certificate candidates are expected to complete certificate requirements within three years of beginning their programs, as measured by the matriculation into the degree program.

Failure to complete the certificate within the established time limits will result in termination unless the student successfully petitions the program director. The student’s advisor must recommend this extension. If it is not approved, the student will be terminated from the program. Students may petition for an extension of time for a minimum of one quarter and up to a maximum of one year per request.

Candidates for certificate completion must submit an Application for Graduation two quarters before completing the courses specified on the Certificate Plan.

**Final Procedures for Earning the Master’s Degree or Graduate Certificate**
The student must assume full responsibility for meeting all basic requirements for the degree/certificate as well as the specific requirements outlined by University College. The student must complete the following:

- Apply for graduation by the deadline. Failure to complete the degree/certificate during the expected graduation term may require a new application and payment of a fee for additional evaluation and services.
- All Incomplete grades must be removed at least three weeks before the end of the term in which the degree is to be awarded.

## APPLYING FOR GRADUATION AND CERTIFICATE COMPLETION

Degree and certificate students must submit the graduation application to be awarded their degree or certificate.

Students should submit the graduation application two quarters in advance of the intended graduation/completion date. Applications are accepted up to the seventh calendar day of that term. For example, to graduate/complete in the spring quarter (June), the graduation application is due by the seventh calendar day of winter quarter (January).

Prior to applying to graduate, students need to verify with their academic advisor that their curriculum records are accurate and up-to-date.
All requests for late petitions for graduation must be approved by the Associate Provost or his/her designee. Applications for graduation are available on PioneerWeb.

Master’s degree students who did not apply for graduation by the deadline should review the Graduate Request to Participate in Commencement Ceremony for Students Not Graduating policy. All requests for walking in commencement must be approved by the Associate Provost or his/her designee.

COMMENCEMENT

Graduate Degree Commencement Ceremonies
Formal Commencement ceremonies are held for master’s degree candidates. 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 graduate 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.

Graduate Request to Participate in Commencement Ceremony for Students Not Graduating
Students who have not completed their degrees may request to participate in the Graduate Commencement Ceremony only if the following parameters have been met for each eligible term:

Students who have completed all graduation requirements during fall or winter, or will complete all graduation requirements during spring quarter of the current academic year, are invited to participate in the spring ceremony.

Requirements for Walking in Spring Ceremony
- Submit the Graduate Request to Participate in Commencement Ceremony for Students Not Graduating form to the Associate Provost or the Associate Provost’s designee two weeks prior to the graduation date.
- File for graduation within the required time frame.
- Eligibility as a candidate for graduation for the subsequent summer quarter.
- Candidate is within five-credit hours of degree completion, including resolving any incomplete grades.
- Registration for final program requirements in summer quarter.
• Complete all non-course degree requirements (e.g., capstone) two weeks prior to the end of spring quarter.

Students who will complete all graduation requirements during the summer quarter are invited to participate in the summer ceremony.

Requirements for Walking in Summer Ceremony
• Submit the Graduate Request to Participate in Commencement Ceremony for Students Not Graduating form to the Associate Provost or the Associate Provost’s designee two weeks prior to the graduation date.
• File for graduation within the required time frame.
• Eligibility as a candidate for graduation for the subsequent fall quarter.
• Candidate is within five-credit hours of completing the degree, including resolving any incomplete grades.
• Registration for final requirements in or before the subsequent fall quarter.
• Complete all non-course degree requirements (e.g., capstone) two weeks prior to the end of summer quarter.

Forms requesting to walk in either the Spring or Summer commencement ceremonies should be returned to the University College Student Support Center for approval from their program and the Associate Provost for Graduate Studies. Students may be approved to walk in commencement up until two weeks before of the end of the term, but a student’s name may not appear in the commencement program if requests are received only one month prior to the commencement ceremony.

Diplomas
A diploma is a ceremonial University document which verifies the University has granted a degree to the student.

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 or certificate must 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
• 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 AND STUDENT SUPPORT SERVICES, POLICIES, AND PROCEDURES

ACADEMIC EXCEPTIONS, COMPLAINTS, APPEALS AND GRIEVANCES

Graduate Academic Concerns Committee
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 Graduate Academic Concerns Committee is a standing subcommittee of the Graduate Council which represents the Graduate Council’s interests as advisory to the Associate Provost. As chair of the Committee, the Associate Provost appoints its members and ensures that the committee is representative of appropriate academic and administrative units. This committee also may serve as the review body for graduate academic appeals and grievances as referred to them by the Provost and Associate Provost for Graduate Studies.

Decisions of the Committee are final. The Committee re-considers its decisions only on the basis of new information not previously available for the initial review.

Purview
The Graduate Academic Concerns Committee considers requests for exceptions to University-wide policy affecting graduate 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.

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. Students may 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.
- To count undergraduate courses, courses numbered below 3000 level or 3000 level courses that are offered for undergraduate credit only for the graduate degree. Students should consult with their academic advisors to enroll for appropriate graduate level courses.

Items for Committee Review
The Graduate Academic Concerns 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. (e.g. registered for 4991 Master’s level, should have been 5991 doctoral 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 that prevent 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.

**Note:** The Graduate Academic Concerns Committee does not handle registration for the wrong section of a course.

**Extensions of Time to Complete Degree**
The Committee will consider petitions for extensions of time to complete the degree with the following minimum documentation required:

- letter of input from the student,
- student submission of a detailed outline plan with milestones and goal dates leading to completion of the degree, and
- letter(s) of input from the student’s departmental advisor.

**Petition Process**
Students must initiate petitions online using PioneerWeb (see instructions below). Required documentation may be submitted to:
Instructions for Online Submission
Navigate to PioneerWeb Log in using the DU ID and Passcode, select the “Student” tab, go to “myWeb (Banner Self-Service),” select “Student and Financial Aid,” select “Student Records,” go to “Request Academic Exception.”

Required Documentation
A valid petition includes, at minimum, the official online request submission, written documentation from the student, the student’s advisor 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.
Petitions for University College students must also include department input. Once the student’s electronic petition and faculty input for that petition have been received, the information will be sent to the University College for review. University College will then email input to graduatestudies@du.edu.

It is the responsibility of the student to ensure that all documents, including faculty and department input, are submitted in a timely fashion. Documentation must be received at least one week prior to the monthly Graduate Academic Concerns Committee meeting.

The Associate Provost for Graduate Studies, 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 Graduate Studies and the Graduate Academic Concerns 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 Graduate Studies.

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 Graduate Academic Exceptions Committee within one week of when the request was reviewed. The decision report will be emailed to the instructor and department.

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.
Transfer of Credit Policy and Credit Hours to Count for the Degree

- Transfer hours from another institution older than five years do not count for the graduate degree.
- Students cannot take more than eight credits beyond degree requirements in order to make up grade deficiencies.

Unit-specific Admission Requirements Set by Individual Academic Programs

The Associate Provost will consider petitions for applicants that are requesting waivers from unit-specific admission requirements (i.e. letter of recommendation or essay). These petitions need to be supported by the departmental admission committee and have a strong rationale.

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.

Students may be allowed an exception to the residency requirement if extenuating circumstances (e.g. medical or personal issues) require that they be away from the University of Denver campus. Any off-campus study request must be consistent with the student’s graduate program and must have appropriate departmental approvals.

The residency requirement will not be waived if a student’s time out-of-residence results in too substantial a proportion of their graduate work being taken outside the University of Denver. Permission for concurrent enrollment or waivers of residency will never be allowed for financial reasons.

Grade Grievances

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

Discrimination or Harassment Complaint Procedures and Complaints for External Agencies

The Office of Equal Opportunity & Title IX establishes these procedures to assist it in carrying out its responsibilities in the administration and enforcement of the University of Denver's policies related to nondiscrimination and assuring the University's compliance with applicable laws. This can be viewed in the Graduate Bulletin available on the University of Denver website: www.du.edu

Procedure for Academic Grievances and Appeals For Graduate Students

Active students may appeal academic and student status related decisions and/ or seek resolution of complaints or grievances through the Academic Grievance and Appeal Procedure during their enrollment at the University of Denver.

University College may have additional requirements related to those outlined in the Graduate Policy Manual. 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 Graduate Policy Manual will govern.

Eligible Concerns

These procedures may be used only by active students with the following concerns:
• A grievance or appeal 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, removal from a course.
• The grievance or appeal 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.

Note: Students who wish to appeal a termination from a program must do so within 45 days of the term following their last term as an active student. For concerns of bias and retaliation based upon a protected class, the grievance will be referred to the Equal Opportunity Office, which may alter the timeline and process.

Ineligible Concerns
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 and Appeal 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 or appeal.*

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

Second Level: Submission of the Formal Grievance or Appeal to Program Director
If a student elects to file a formal grievance or appeal, it must be filed 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 and appeals must be filed in writing, signed and dated by the student and include supporting documentation at the time it is filed. The grievant/appellant must minimally provide the following:

• a clear description of the decision being grieved or appealed,
• 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, and
• 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, and
• the remedy which is either granted or denied and/or any alternative remedies suggested.

Third Level: Submission of the Formal Grievance or Appeal to Dean
The party who finds the resolution unsatisfactory may appeal the decision in writing to the dean of the academic unit within five working days of receiving the program director or department chair’s written decision.

The dean may render a decision on the matter or may refer the grievance or appeal to a standing grievance/appeal committee or establish an ad hoc committee to hear the matter. When an ad hoc committee is established, the student who lodges the appeal may designate one of the faculty members who will serve on this committee. Members of the unit involved in the grievance may not serve on the ad hoc committee and 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 or appeal.

The appeals committee 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 five working days after receiving the committee’s recommendation.

Fourth Level: Submission of the Formal Grievance or Appeal to Provost
The party who finds the resolution unsatisfactory may appeal the decision to the Provost within five working days of receiving the dean’s decision. The Provost will hear only those grievances and appeals based on problems of process or concerns of bias, retaliation, or other improprieties unrelated to protected class status and not on differences in judgment or opinion concerning academic performance. Within five working days after receiving the appeal, the Provost may refer grievances or appeals to appropriate bodies or personnel. If the issue is referred to the Graduate 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 the Provost’s 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 the designee.

Scope of Review
Any University agent charged with reviewing a formal grievance or appeal may gather additional relevant facts if necessary and/or meet with involved parties. The reviewer will base his/her 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 or Appeal Record
Documentation in support of a grievance or appeal will be held by the person responsible for considering the grievance or appeal 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 or appeal record as well. The complete grievance or appeal record will consist of the original grievance or appeal, all documentary evidence and all formal decisions made at each step of the process.

**Failure to Meet Deadlines**
If after a formal grievance or appeal is filed, the University agent charged with review of the grievance or appeal fails to meet any deadline at any stage of the process, the grievant/appellant 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/appellant to any relief requested, nor shall such a failure be construed as tantamount to a decision in the grievant/appellant's favor. Any grievant who fails to meet the deadlines imposed by these Procedures will be bound by the decisions previously made.

*The Provost may refer grievance appeals to appropriate bodies or personnel.*

**Procedure for Grade Appeals**

**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.

The director, grade appeal committee or dean may recommend grade changes but shall have the power to alter grades only in cases of clearly established procedural error or substantial capriciousness or arbitrariness in evaluation.

**Timeline**
The formal procedure must be started within 45 calendar days after the contested decision or grade was officially recorded. The grade appeal process officially begins on the date the *Academic Appeal* document is received by the faculty member.

**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**
A student will, where possible, attempt to resolve the issue informally with the professor 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 seven 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, the appeal may proceed to the second level.

**Second Level: Appeal to the Department Chair/Program Director**
If the student elects to continue the appeal, the appeal goes to the program 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, the appeal may proceed to the third level. Should the student or faculty member fail to take action on the chair's decision or recommendation within seven calendar days following its receipt, the accepted recommendation of the faculty member or new decision by the department director shall be final.

**Third Level: Appeal to Dean**
If the student elects to continue the appeal after the director's decision or recommendation has been received, the appeal may be taken to the dean of the appropriate academic unit (or the dean's designee) within seven 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 department 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 the appeals committee and transmitted through the office of the dean to all affected parties within seven calendar days after the conclusion of the committee's deliberations.
The decision of the appeals committee is final.

STUDENT BEHAVIOR AND CONDUCT

All students have the right to continue their education free from the threat of harassment, abuse, retribution, and/or violence. The University may take whatever measures it deems necessary in order to protect the safety, security, and/or integrity of a complainant, the University, and/or any member(s) of its community. Such measures include, but are not limited to, involuntary removal from a course, program, activity, or the campus pending a hearing, modifications to living arrangements, and/or reporting incidents to law enforcement or other non-University agencies. The Director of the Student Conduct, in consultation with the appropriate faculty and/or administrators, shall be empowered to impose any interim restriction.

The University also recognizes its obligation to students who have been charged with but not found responsible for misconduct. Therefore, no interim action shall unduly interfere with a respondent's academic progress short of that deemed necessary to protect the University, any member(s) of its community, and/or its mission.

Throughout their involvement in the Student Conduct Process, the Respondent and Complainant parties have the following rights and responsibilities, which are available in the complete text of the Honor Code [http://www.du.edu/studentlife/studentconduct/honorcode]:

- Fair Treatment
- Privacy
- Presence Of A Support Person
- Written Notice
- Respond to Charges And Provide Testimony
- Written Decision And Appeal

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 Student Conduct (SC) and can be found on their website at:


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 an Honor Code 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 Honor Code and Student Conduct can be obtained from the office of Student Conduct or on their website at: http://www.du.edu/studentlife/studentconduct/honorcode.html.

**Academic Misconduct**

Faculty have the authority to set standards of academic integrity and define academic misconduct. The faculty member in conjunction with the academic unit determines the appropriate academic sanctions for academic misconduct. Academic sanctions are assessed by an individual faculty member and/or an academic unit and relate to the student’s standing within that course and/or unit. These may include, but are not limited to failure of an assignment, failure of a course and/or termination from a graduate program. When academic misconduct is suspected, the faculty member and/or representative of the academic unit should discuss these suspicions with the student and then come to a determination regarding appropriate academic sanctions. The exact process by which this is done is left to the faculty member in conjunction with the academic unit. Academic dishonesty is both an academic and behavioral issue. Students who violate the Honor Code are subject to dual consequences, academic sanctions and disciplinary actions.

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:

- **Plagiarism**, including any representation of another’s work or ideas as one’s own in academic and educational submissions.

- **Cheating**, including any actual or attempted use of resources not authorized by the instructor(s) for academic submissions, and/or any actual or attempted effort to assist another student in cheating.

- **Double Submission**, including any submission of an academic work for more than one course without expressed permission. Submission of written work assigned for one course to a second course requires prior permission from both professors. Upon instructor approval, the originally submitted written work must accompany the resubmitted paper.

- **Fabrication**, including any falsification or creation of data, research or resources to support academic submissions.

**Plagiarism**
The University of Denver uses plagiarism software, VeriCite, for the submission of all assignments. University College 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 (on the graduate level) would include the following:*

• Student lifts material from another source without proper documentation on graduate level preliminary exams, capstone 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 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 (on the graduate level):
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 Student Conduct 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:

• Having the student re-write the assignment
• 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:

• Recommendation that student re-write the assignment
• Recommendation that student fail the assignment

Faculty member is encouraged to submit an incident report to the Office of Student Conduct. The faculty member can request “no further action” on the part of the Office of Student Conduct or the faculty member may request “action” on the part of the Office of Student Conduct.

Academic Dishonesty

When it appears that academic misconduct has occurred, the faculty member and/or academic unit has the authority under the honor code to address the violation and take academic action as deemed necessary and appropriate. As expected by the honor code, faculty members/academic units have an obligation to report such violations to Student Conduct for a University-level review and investigation.

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 withdraw (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.
Academic actions can range from receiving a zero/failing grade on the individual assignment/test up to receiving a failing grade in the course. Academic units also have the authority to remove a student from his or her academic unit.

**Academic Misconduct Appeals**
Academic sanctions are not subject to the appellate process outlined in the Honor Code but are instead governed by the [Procedure for Academic Grievances and Appeals for Graduate Students](#). Decisions made by faculty members or academic units regarding academic sanctions may be appealed according to the [Procedure for Academic Grievances and Appeals for Graduate Students](#). Appeals will only be reviewed in the following circumstances:

- The existence of procedural errors is so substantial that the accused was denied a fair hearing
- A finding of fact made in the original hearing clearly not supported by the facts presented
- New and significant evidence is presented that was not reasonably available at the time of the initial hearing
- The imposition of a sanction that is arbitrary and capricious

**Disruptive Classroom Behavior**
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, 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 to be 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, 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, Office of Graduate Studies, 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 the 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 five business days 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
- The decision is demonstrably arbitrary and capricious
While an appeal is being considered, the student is restricted from attending the dropped class. The appeal shall be considered and a decision rendered to the student no later than five business days from its receipt by the Office of the Provost. This decision shall be final.

Copies of all involuntary drop requests shall be provided to Student Conduct who shall determine whether disciplinary charges should also be filed. Student Conduct shall generally defer to the recommendation of the course instructor. However, if the student has a previous disciplinary record, Student Conduct 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 Student Conduct.

**STUDENT RECORDS**

**Maintaining Contact Information**

**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.

**Address Information**

Enrolled students must provide the University with a valid mailing address and are responsible for communications sent to that address. If correct address information is not maintained, students may not receive grades, bills or graduation mailings. The University is not responsible if payment of tuition and fees is not made because a student did not receive a billing notice. Students may be assessed a late fee if payment is not received by the due date printed on the bill. Additionally, the University must know how to contact students in case of an emergency.

Students unable to make address changes online can pursue the following options:

- Visit the registrar’s office on the garden level of University Hall or download the Address/Phone/Email Change Request form from http://www.du.edu/registrar.
- Send an email to registrar@du.edu; include student number and indicate which address or addresses are to be changed. (See following address types.)
- Call 303-871-4095. (For security reasons, students are asked to give identifying information.)
- Send a fax to 303-871-4300. (Include student number, month and date of birth, and indicate which address types are to be changed.)

**Types of Addresses**

- **Mailing:** This is the default address used by DU. All constituents should have a correct mailing address.
- **Billing:** Used to send the tuition bill to a different address from the mailing address.
- **Business:** Place of work. For DU employees, this will be the office address.
• **Home:** Used to distinguish a permanent (family) address for students from out of the area, or a home address for alumni. International students and employees (visa classes F, M and J) must maintain a valid foreign address in this field.

**Change of Address Notification**
To report a change in address, log into PioneerWeb, [http://pioneerweb.du.edu](http://pioneerweb.du.edu), and select “Personal Information” under myWeb.

**Telephone Numbers**
Students can enter several different types of telephone numbers in their student account: permanent home, business, cell, fax and local (if different from permanent home). Indicate the type and whether the number should be added or deleted on the front of the form. If checked as “unlisted,” the telephone number will only be released to University officials.

**Email As Official University Communication**
The University of Denver provides all students with a DU email address: [firstname.lastname@du.edu](mailto: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.

Information on accessing the @du.edu email address can be found at [http://go.du.edu/office365](http://go.du.edu/office365). All students have a DU email account hosted by Microsoft Office 365. Students may choose to have their email forwarded to Gmail, Yahoo!, Comcast, or another email provider by following these steps.

The UTS Computer HelpDesk can assist with logging into [PioneerWeb](http://pioneerweb.du.edu) and answer questions on a variety of other technical topics. To contact the HelpDesk call 303-871-4700, send email to [support@du.edu](mailto:support@du.edu) or access support through the [UTS website](http://www.du.edu/uts). 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 official university 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.

**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. The official transcript includes the complete academic record of courses taken at the University of Denver.

Transcripts are available from the [Office of the Registrar](http://www.du.edu/registrar). However, transcripts and diplomas are not issued until all outstanding accounts with the University are paid. Students may check for current holds in [PioneerWeb](http://pioneerweb.du.edu). The [Office of the Registrar](http://www.du.edu/registrar) 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 in [PioneerWeb](http://pioneerweb.du.edu).

**Graduate Program Administration**
**Student Responsibility for Policies and Procedures**
Students may have questions on a range of topics from academic standards to graduation requirements. To successfully navigate the policies and practices of the institution, students should take some time to read the University College Student Handbook and the Graduate Policy Manual.

University College may have additional policies particular to their graduate programs. Students should make sure to understand both; however, it is important to know that unit-specific policies do not override university-wide policies.

**STUDENT SERVICES AND RESOURCES**

**TECHNOLOGY**

*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: [http://www.du.edu/uts/laptops](http://www.du.edu/uts/laptops).

*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 e-mail, 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 bottom of the University College homepage at [www.universitycollege.du.edu](http://www.universitycollege.du.edu) or login directly at [http://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.

*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, and review their financial aid requirements and awards. MyWeb is accessed by clicking on the myWeb tab on the PioneerWeb homepage.

*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.

Canvas can be accessed at [https://canvas.du.edu](https://canvas.du.edu). University College courses can be accessed on the Canvas learning management system approximately a week before classes begin, however, access to
Canvas, the Canvas student orientation tutorial, the online University College new student orientation, and University College writing workshop is available shortly after registration.

**VeriCite**

University College uses VeriCite to assess written assignments for originality. 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/. These guides will provide step-by-step information on how to submit papers, view reports, save reports, and set up assignments.

**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.

**Social Media**

Students can connect with the University College fan page on Facebook at www.facebook.com/DUcollege by clicking “Like” at the top of the page while logged into a personal Facebook account. Students can also follow University College on Twitter at www.twitter.com/DUcollege. Students can 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 a device’s app store and searching “University of Denver” to download the free app.

**Course Schedules**

Course schedules, course descriptions and registration information are available online at: www.universitycollege.du.edu.
ADVISING AND WORKSHOPS

Academic Advising Services
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. Academic advisors are available to meet with students in person or to conduct an appointment by phone. They may also be contacted via e-mail.

When to See an Academic Advisor
- Degree or certificate planning sessions
- Course Selection
- Questions about degree or certificate requirements
- Experiencing academic difficulties
- Considering changes to the program
- Academic Exceptions
- Preparing for the Capstone
- Graduation review

New Student Orientation
New students are invited to attend the new student orientation session 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. To register, complete the online form on the University College website under Updates at: www.universitycollege.du.edu.

Technology Overview Workshop
University College Students are invited to attend a free technology workshop which is offered prior to the start of each quarter to become familiar with the web-based tools that will be used to be successful with University College. These applications include PioneerWeb, myWeb, and Canvas. To register, students must 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. Students should check with instructors 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 ‘Updates’ or by calling the Student Support Center at 303.871.2291; 800-347-2042 for the date of the next workshop.

CAMPUS RESOURCES

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.

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.

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. The DU Bookstore can be reached 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. Students must have a valid student ID card to access some classroom buildings and some parking lots. The DU ID card also allows students to purchase DU sporting event tickets and selected items at the bookstore at discounted prices. Out-of-state students who would like a Student ID card, must 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.

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 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.

Ritchie Center
Coors Fitness Center provides students, faculty, staff, alumni and community members the very best in fitness technology. Full-time graduate students (those taking 6 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.

Disability Services Program – DSP
Graduate students who need accommodations for a disability in order to fully participate in University classes and programs should call the Disability Services Program (http://www.du.edu/disability/dsp) (DSP). This contact should be made as far in advance as possible. DSP will work collaboratively with students, graduate 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) is available on the Disability Services Program (http://www.du.edu/studentlife/disability/dsp) website. Select “publications” or call the office 303-871-2278. The website also has links to DSP and other information including documentation guidelines. DSP is located on the 4th floor of Ruffatto Hall (Morgridge College of Education; corner of Evans and High streets).

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 [www.parking.du.edu](http://www.parking.du.edu).

### IMPORTANT PHONE NUMBERS / EMAILS

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<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>
</tr>
<tr>
<td>Academic Advising</td>
<td>303-871.2291</td>
<td></td>
</tr>
<tr>
<td>Address Changes</td>
<td>303-871-2291</td>
<td><a href="http://library.du.edu/">pioneerweb.du.edu</a></td>
</tr>
<tr>
<td>Admissions - Undergraduate</td>
<td>303-871-6148</td>
<td><a href="http://library.du.edu/">ucolba@du.edu</a></td>
</tr>
<tr>
<td>Admissions - Graduate</td>
<td>303-871-6077</td>
<td><a href="http://library.du.edu/">ucoladm@du.edu</a></td>
</tr>
<tr>
<td>Admissions - International</td>
<td>303-871-6148</td>
<td><a href="http://library.du.edu/">ucolintl@du.edu</a></td>
</tr>
<tr>
<td>Bookstore</td>
<td>303-871-3251</td>
<td><a href="http://library.du.edu/">dubookstore.com</a></td>
</tr>
<tr>
<td>Bursars Office</td>
<td>303-871-4944</td>
<td><a href="http://library.du.edu/">du.edu/bursar</a></td>
</tr>
<tr>
<td>Campus Activities</td>
<td>303-871-3111</td>
<td>ducal.du.edu</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Campus Safety - Emergency</td>
<td>303-871-3000</td>
<td>du.edu/campussafety</td>
</tr>
<tr>
<td>Campus Safety - Non-emergency</td>
<td>303-871-2334</td>
<td></td>
</tr>
<tr>
<td>Career Center</td>
<td>303-871-2150</td>
<td>du.edu/career</td>
</tr>
<tr>
<td>Clarion Newspaper</td>
<td>303-871-3131</td>
<td>duclarion.com</td>
</tr>
<tr>
<td>Classroom Locations</td>
<td>303-871-2291</td>
<td></td>
</tr>
<tr>
<td>Disability Services Program</td>
<td>303-871-2372</td>
<td>du.edu/studentlife/disability/dsp</td>
</tr>
<tr>
<td>Canvas Support</td>
<td>855-712-9770</td>
<td>canvas.du.edu</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>303-871-4020</td>
<td>du.edu/financialaid/</td>
</tr>
<tr>
<td>Grades</td>
<td>303-871-2291</td>
<td>myweb.du.edu/</td>
</tr>
<tr>
<td>Graduation Office</td>
<td>303-871-3945</td>
<td></td>
</tr>
<tr>
<td>Pioneer ID Card</td>
<td>303-871-4545</td>
<td>du.edu/pioneercard</td>
</tr>
<tr>
<td>International Student &amp; Scholar Services (I-House)</td>
<td>303-871-4912</td>
<td>du.edu/iss/</td>
</tr>
<tr>
<td>Newman Center for the Performing Arts</td>
<td>303-871-6200</td>
<td>newmancenterpresents.com/</td>
</tr>
<tr>
<td>Parking Services</td>
<td>303-871-3210</td>
<td>du.edu/parking</td>
</tr>
<tr>
<td>Registration</td>
<td>303-871-2291</td>
<td>universitycollege.du.edu</td>
</tr>
<tr>
<td>School Closures</td>
<td>303-871-3747</td>
<td>universitycollege.du.edu</td>
</tr>
<tr>
<td>Security Escort (Campus Safety)</td>
<td>303-871-2334</td>
<td>du.edu/campussafety</td>
</tr>
<tr>
<td>Transcripts</td>
<td>303-871-3159</td>
<td>du.edu/registrar/records/transcripts</td>
</tr>
<tr>
<td>UTS Computer Help Desk</td>
<td>303-871-4700</td>
<td>du.edu/uts/helpdesk</td>
</tr>
<tr>
<td>Veteran Services</td>
<td>303-871-2074</td>
<td>du.edu/veterans</td>
</tr>
</tbody>
</table>