New Student Guide

Student Support Center

2211 S. Josephine St. | Denver, CO 80208

303-871-2291 or 800-347-2042

Fax: 303-871-3305

ucolsupport@du.edu

Monday–Friday
8:30 a.m. to 4:30 p.m.

The Student Support Center is open until 6:30 p.m. Monday – Thursday the first week of each quarter.
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REGISTRATION AND WORKSHOPS

REGISTRATION
To ensure course availability, students are encouraged to register by the suggested registration dates posted in the Important Dates section. Students who fail to register by the posted deadline run the risk that courses may be full or cancelled.

Following their initial enrollment through the Student Support Center, students may register and make registration changes (add/drop courses) online on PioneerWeb. Instructions are available online. In addition to registering online, students may register by phone through the Student Support Center at 303-871-2291 or 800-347-2042. Students using employer reimbursement or direct bill payment options should fax paperwork to 303-871-3305 at the time of registration.

NEW STUDENT ORIENTATION/TECHNOLOGY OVERVIEW
New students are invited to attend an orientation session held on the University of Denver campus or to participate in the online version. Subjects covered include: key policies and procedures, admission, the Career Center, the Anderson Academic Commons/library, parking, ID cards, and more.

During the technology overview students will become familiar with the web-based tools they will use to be successful at University College, including PioneerWeb, MyWeb, DU WiFi, and Canvas, the University of Denver’s learning management system. Representatives from the Student Support Center, admission, and the Career Center will be available to answer questions.

Students may bring their electronic devices and receive assistance setting up the DU wireless network (Pioneer Net) and have other DU technology questions answered at the University Technology Services Computer Help Center. The IT Computer Help Center is located in the Anderson Academic Commons. To view the Helpdesk hours and the type of support they offer please visit their website.

The new student orientation/technology overview is typically held the week before the quarter begins. The online new student orientation can be accessed on Canvas a few weeks prior to the start of the quarter. Please check the University College website for the next on campus orientation session and register online.

WRITING WORKSHOP
University College offers a free writing workshop held on campus each quarter. Students may also participate in a structured, self-paced, online version. The online writing workshop can be accessed on Canvas a few weeks prior to the start of the quarter. Please check the University College website, the University College tab on PioneerWeb, or call the Student Support Center for the next available workshop date and time. Students may register online for the on campus writing workshop.

OPEN WRITE NIGHTS
University College offers Open Write Nights throughout the quarter to provide drop-in writing support for both on campus and online students. Students will be able to get one on one writing assistance from University College faculty. Open Write Nights are typically held between 4:00 and 6:00pm (MST) in University Hall Room 304. Online students can join through Zoom. Look for upcoming Open Write Nights on our blog and on our website under the Updates section.

STUDENT HANDBOOK
A full description of student policies and procedures can be viewed online on PioneerWeb on the University College tab under Resources. Students should familiarize themselves with the handbook prior to the start of classes.
TECHNOLOGY

**PIONEERWEB**

http://pioneerweb.du.edu

The University of Denver is committed to making electronic availability of resources efficient and easy to access. PioneerWeb provides access to MyWeb, the Student tab, the University College tab, resources, and more. It is web-based, so students do not have to install additional software.

To log into PioneerWeb, students must have their nine-digit DU ID and eight character alphanumeric passcode. For first time users, the passcode will be the student’s six-digit month, day, and year of birth (mmddyy). First time users will be prompted to change their passcode to something more secure. The new passcode must be at least eight digits and alphanumeric (contain at least 1 letter and 1 number).

If students experience difficulties, they should contact the Student Support Center. New students may access information and links to important DU departments by selecting the Incoming Grad Students tab. This tab is available for approximately three weeks after initial admission or registration.

**STUDENT TAB**

The Student tab in PioneerWeb allows students to review their academic profile, view grades and unofficial transcripts, change address and phone numbers, check account information and review bills, view financial aid requirements and awards, make advising appointments, run Degree Audit reports, order official transcripts, request enrollment/degree verifications, and add/drop classes. New students will have access to make registration changes (add/drop courses) and to register for future courses online after their initial registration through the Student Support Center. PioneerWeb does not allow students to withdraw from their last class. Students must contact the Student Support Center to withdraw from all courses for a quarter.

Online registration instructions are available on PioneerWeb on the University College Tab in the Technology section, or on our website.

**EMAIL**

The University of Denver provides all students with a DU email address: firstname.lastname@du.edu. Newly admitted students will receive an email or letter indicating that their DU email address has been created and that their firstname.lastname@du.edu email account is available on Office 365.

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, Canvas, Portfolio, and the online student directory. Students should regularly check their Office365 email mailbox to ensure that important information from University offices, faculty, and colleagues is received. Students may elect to forward email from the Office 365 email account to a personal email address.

Students must log into PioneerWeb and change their password before logging into Office 365 for the first time. Students can log into Office 365 with their DU email address and PioneerWeb passcode. The first time students log into Office 365, they should select “OneDrive” and follow the prompts to setup their OneDrive for Business folder. When finished, students can choose “Mail” from the App Selector (looks like a phone keypad in the upper left corner of the screen) to start using their email account.

To forward DU email to a personal account, or to change forwarding options, students should log into Office 365 and in Settings chose Options and then Forwarding. More information about forwarding is available online.

For more information about Office 365 including instructions for logging in, or for information concerning email and internet services, or for problems with DU email accounts, please visit the Office 365 help page or contact the Information Technology Services (IT) Help Center at 303-871-4700 or visit http://support.du.edu.

**OFFICE 365**

http://office365.du.edu/

The University of Denver has selected Microsoft Office 365 to provide cloud based storage and collaboration tools to students, staff, and faculty members. Office 365 is provided by Microsoft and offers a number of features to help students create and edit documents, store files, and work with other DU students on group projects. Office 365 features offered at the University of Denver include:

- **OneDrive for Business**
- **OneNote**
- **Outlook**
- **Skype for Business**
- **SharePoint**
- **Teams**
- **PowerPoint**
- **Excel**
- **Word**
- **Access**
- **Publisher**
- **Groove**
- **SkyDrive**
- ** dvdvdvdvdvdvdvdvdvdvdvdv**
**OneDrive for Business** - With Office 365 students have One TeraByte (1,000 GigaBytes – that’s a lot!) of storage in the cloud for files. When a PC, Mac, or phone are connected to the internet, students can open and edit files stored on OneDrive for Business.

**Office 365 Pro Plus** - When students log into Office 365, they can download up to five copies of the most recent version of Microsoft Office for their PC or Mac at no additional cost! Students can also get Microsoft Office for their iPhone, iPad, and Android devices from the Apple and Google app stores. Office for your phone or tablet does not count against the five free copies for Mac and PC.

**Office Online** – When students log into Office 365, they can create and edit documents using online versions of Word, Excel, or PowerPoint in a web browser. This works even if students don’t have Microsoft Office installed on their computer!

**Skype for Business** - Available to all DU students, Skype for Business is a collaboration tool that combines Instant Messaging, audio chat, video conferencing, document and screen-sharing and other features into one package. More information is available online.

**Zoom** - Cloud based video communications service. Students can create high-quality online meetings, classes, and events that leverage Instant Messaging, video conferencing, breakout rooms, screen-sharing and whiteboards on a unified platform. More information is available online.

**Outlook for Email** - The University of Denver provides all students with a DU email address: firstname.lastname@du.edu and an Office 365 email mailbox. Your DU email may be forwarded to a personal account if you prefer.

Students must log into PioneerWeb and change their password before logging into Office 365 for the first time. Students can log into Office 365 with their DU email address and PioneerWeb passcode. The first time students log into Office 365, they should select “OneDrive” and follow the prompts to setup their OneDrive for Business folder. For more information about Office 365 including instructions for logging in, please visit http://go.du.edu/office365 or contact the IT Help Center at 303-871-4700 or visit http://support.du.edu. Information about training resources, student email accounts, frequently asked questions, and “how-to” articles for some of the more commonly used features can be found at http://go.du.edu/office365.

**UNIVERSITY COLLEGE TAB**

Students can find information regarding technology, student resources, capstones, and our most frequently used forms on the University College tab in PioneerWeb. University College student resources such as the new student guide, the student handbook, honor code, internship handbook, academic calendar as well as information about University of Denver resources such as the Career Center, Ritchie Center, bookstore, parking, and Office of the Registrar are located in the Resources section. The Forms and Applications section contains our most frequently used forms such as the student status form, the application for an incomplete grade form, the withdrawal form, as well as others. The Technology section includes information concerning Canvas, DU email, and computer training courses and labs. A Capstone timeline, Capstone guidelines, and the Capstone Registration form are available in the Capstone section.

**CANVAS**

https://canvas.du.edu

Canvas is the learning management system utilized 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 during the first week of the quarter. Should the University of Denver campus close for a prolonged period of time, all classes will be held on Canvas. We want to ensure that in the event of a campus closure, all students can successfully access their courses online.

Canvas creates a dynamic virtual classroom experience that provides course content ranging from text and graphics to audio and video. This web-based learning management system includes easy to use discussion boards, communication tools which facilitate meaningful exchange with other students and instructors, video conference capabilities, online assessment tools, and helpful technical support to accommodate student needs.

Registered students will be able to access their Canvas course container approximately one week before the start date of class, however, students will have access to the Canvas student orientation tutorial, new student orientation, and
writing workshop shortly after registration. Upon dropping a class, students will be removed from the course container.

Students access their Canvas courses at https://canvas.du.edu or by clicking on the Canvas link at the bottom of the University College website.

Login - Students log in using their DU ID number and the passcode. They may use to access PioneerWeb. If students do not remember their PioneerWeb passcode, they should contact the Student Support Center at 303-871-2291 or 1-800-347-2042. Students can also reset their passcode at PioneerWeb using the Forgot your Password? link. Changing a PioneerWeb passcode will change a student’s Canvas passcode.

Notification Preferences - Canvas has a helpful notification system that updates students on the course activities taking place in their Canvas courses. Students can decide how they want to be notified; through email, text message, or even Facebook! After logging into Canvas, students should set-up their notification preferences by following the steps outlined in this Canvas guide. If students need additional guidance, they should contact the Student Support Center.

Tutorial - Students are encouraged to participate in the self-paced online Canvas tutorial. This course will acquaint students with how online courses operate, will introduce important resources, and will allow students to become familiar with the learning management system. For more Canvas resources, review the Canvas Student Video Guide and the Canvas Student Guide. We also encourage students to review the new student orientation and writing workshop on Canvas.

Canvas Apps - Courses on Canvas may also be accessed on the Canvas app for iPhones, iPads, and Android devices. Students can visit the app store via their smartphone and search “Canvas Instructure” to download the Canvas app. After downloading and opening the app, students should enter the University of Denver’s Canvas URL (https://canvas.du.edu), and log in using their Canvas credentials to start exploring the app. Learn more about using the Android app through the Android App Guide. The iOS App Guide will walk students through using the app on an iPhone or iPad.

Help Desk - If students encounter difficulties logging into Canvas with their DU ID and PioneerWeb passcode, they should contact the Student Support Center at ucolsupport@du.edu, 303-871-2291, or 1-800-347-2042. For other technical difficulties, students should contact the Canvas Help Desk by phone at 855-712-9770 or can access the live chat feature or submit a ticket by clicking on the Help link in the upper right corner of the Canvas header or below the login credentials box on the login page. The Canvas Help Desk is available 24 hours a day, 7 days a week, with live support from online staff trained to assist University College Students.

ONLINE LEARNING
For more information concerning online learning please visit http://universitycollege.du.edu choose Online Programs and navigate to How Online Works.

SOCIAL MEDIA
Students can connect with the University College fan page on Facebook by clicking “Like” at the top of the page while logged into their personal Facebook account. Follow us on Twitter, on LinkedIn, and on our blog. Ask questions, get industry news, receive tips and resources, and be reminded of upcoming deadlines through our 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. Students can join the growing number of DU app users by navigating to their device’s app store and searching “University of Denver” to download the free app.

Courses on Canvas may also be accessed on the Canvas app for iPhones, iPads, and Android devices. Students can visit the app store via their smartphone and search “Canvas Instructure” to download the Canvas app. After downloading and opening the app, students should enter the University of Denver’s Canvas URL (https://canvas.du.edu), and log in using their Canvas credentials to start exploring the app. Learn more about using the Android app through the Android App Guide. The iOS App Guide will walk students through using the app on an iOS device.
ADVISING BLOG
Visit the University College Advising blog for frequently asked questions and updates.

COMPUTER LAB INFORMATION
DU has a number of labs on campus. Some labs are staffed, open to the entire student population, and allow public printing. DU offers students free use of sixteen high-speed public black and white laser printers and two color printers in convenient locations on campus. Students are allotted 300 pages per quarter. Please note that students must have a valid DU student ID card in order to use this benefit. Information regarding lab locations and schedules is available at https://www.du.edu/it/labs/.

PORTFOLIO
The University of Denver Portfolio Community supports electronic portfolios for students, faculty, and staff. The portfolios and discussion forums provide a mechanism for sharing and communication within the DU community as well as with the world beyond the campus. All students can post assignments and create a showcase of their best work, allowing people outside of the DU community to view their electronic portfolios, however, students in the Professional Creative Writing program and the Communication Management program are required to create, maintain, and submit assignments on their DU Portfolio. Students can access the Portfolio Community through PioneerWeb by clicking on the Resources tab. Assistance and further information is available at the Portfolio Help Link.

COMPUTER REQUIREMENTS
Regular consistent access to a computer and internet with the following specifications is required: at minimum, students should have Windows Vista, Windows 7, or Windows 10 or Apple users should have a Mac OS 10.10.5 or above. While Canvas has been carefully crafted to accommodate low bandwidth environments, the minimum of 512kbps is required.
TUITION AND FINANCIAL AID

TUITION PAYMENT
Tuition is normally due ten (10) days prior to the start of the quarter. Use the DU payment portal DUPay to view statements and account details, and to make tuition payments. The University of Denver’s Bursar’s Office will send an email to students’ DU email address (which can be accessed on the Office365 account) indicating that a bill is ready to be viewed and paid on DUPay. To access DUPay, log into PioneerWeb, and then chose DUPay on the Student tab under the My Statement/Payment section. Students can elect to have a copy of their bill automatically sent to an additional email address through DUPay on the authorized user tab. Instructions for setting up authorized users on DUPay are available on the Bursar’s Office website.

Current billing information is also available at any time through PioneerWeb on the Student tab under My Account.

Students should check billing information on PioneerWeb and submit payment prior to the start of the quarter.

Payment options include:

- Cash, check, money order, wire transfer
- Employer reimbursed deferral
- Employer direct billing
- Financial aid
- Monthly Payment Plans

Students may make payments directly to the University of Denver by check, cash, money order, or wire transfer.

To make an online payment by initiating either a one-time withdrawal from a checking or savings account, please click on the Online Payment link on the University of Denver Bursar’s Office website. Certain restrictions and deadlines may apply for all payment options.

To have the financial services coordinator review available payment options, please call 303-871-3945 or 800-347-2042. More information on employer reimbursement or direct bill payments, as well as the employer reimbursement paperwork, can be found on the University College website.

EMPLOYER REIMBURSED DEFERRAL
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 PioneerWeb on the University College tab under Forms and Applications or can be found on our website in the Payment Options under Registration. This documentation must be updated each fall.

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).

Grade letters, listing courses taken, final grades, and tuition costs, are available for students who are reimbursed by their employers. Please request a grade letter at the time of registration.

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, including the name and address of the person to whom the bill is to be sent. Please contact the Bursar’s Office at 303-871-4944 for direct bill options and requirements.

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.
Tuition and fees will remain on the student account until paid by the employer.

MONTHLY PAYMENT PLANS
Students may enroll in a flexible tuition payment plan through the University of Denver Bursar’s Office. The yearly or term plans allow participants to spread the tuition and fee expense over equal monthly payments. There is an enrollment fee of $20 per payment plan. For more information about the University of Denver payment plans and the enrollment deadlines, please visit the Bursar’s website.

FINANCIAL AID
Eligibility for financial aid is contingent upon compliance with various federal, state, and institutional policies and regulations that govern the awards.

Federal direct loan programs may be available for University College students who are admitted to a degree or certificate program. Non-degree students are not eligible for financial aid. Each quarter, admitted students must be enrolled at least half-time (half-time status is considered four credit hours for master’s degree and certificate program students and six credit hours for undergraduate degree students) to be eligible to receive financial aid funds. Please contact the Office of Financial Aid for information concerning existing student loan deferral requirements.

Students must complete the FAFSA (Free Application for Federal Student Aid) online at www.fafsa.ed.gov. Some students may be requested to submit the Institutional Verification form, and signed copies of federal tax returns. First time borrowers will also need to complete the Entrance Counseling and Promissory Note at www.studentloans.gov using the same PIN as their FAFSA. Students may check their financial aid award offer, view requirements for their account, and see the status of their loans on PioneerWeb under the Student tab.

Please note that financial aid funds are normally dispersed for three quarters (fall, winter, spring). If students wish to use financial aid to pay for summer quarter classes, they must contact the Office of Financial Aid at 303-871-4020 and complete the Summer Financial Aid Application, which is available during the spring quarter on the Office of Financial Aid website www.du.edu/financialaid.

The Office of Financial Aid will automatically reverse financial aid funds for students who are not registered in sufficient credit hours by the first week of the quarter. More financial aid information is available on our website in the Get Answers section under Financial Aid.

Additional sources of financial aid for graduate students can be investigated the DU Graduate Financial Aid pages or call 303-871-4020. Undergraduate students may find additional information about scholarships and financial aid on the DU Undergraduate Financial Aid website.

REFUND & WITHDRAWAL POLICY
The refund on a dropped course is dependent on the time in which the course is officially dropped with the Student Support Center or on the Web.

Refund Conditions and Results:

100% Withdrawal during 1st week of quarter (Mon-Fri); Class will not appear on transcript.

75% Withdrawal during 2nd week of quarter (Mon-Fri); Grade is recorded as a withdrawal (W) on transcript.

50% Withdrawal during 3rd week of quarter; Grade is recorded as a withdrawal (W) on transcript.

0% Withdrawal beginning the 4th week of quarter; Grade is recorded as a withdrawal (W) on transcript.

Class withdrawal is permitted through Friday week six. The grade is recorded as a withdrawal (W). This is the last day to drop via PioneerWeb.

Course withdrawal during week 7 and 8 requires instructor permission. Approval should be emailed to ucolsupport@du.edu. The grade is recorded as a withdrawal (W).

Class withdrawal is not permitted after the 8th week of the quarter. In extenuating circumstances students may petition the Assistant Dean of Admissions & Student Services and must provide supporting documentation.

Anyone withdrawing from their last class cannot withdraw online. Students withdrawing from all classes for the quarter must contact the Student Support Center to withdraw and must also fill out the Withdrawal Form available on the
University of Denver Registrar’s Office website under Forms for Students.

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. The refund schedule applies regardless of the date of registration or class participation. Please note that while a withdrawal (W) appears on the transcript, it simply indicates that a student withdrew from a course and is not calculated into the GPA.

Withdrawal and refund policies for classes not falling in the ten week format differ and may be found on our website.

**FINANCIAL RESPONSIBILITY AGREEMENT**

The University of Denver requires that all students complete a Financial Responsibility Agreement each year. 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 online.

Students may complete the agreement online by logging into PioneerWeb. Once logged in, navigate to the Student tab and click on the Financial Responsibility Agreement under My Statement/Payment.

Please note student accounts will be on hold until the agreement is completed and students will be prevented from making any registration updates or changes until the form is submitted.
ACADEMICS

CODE OF STUDENT CONDUCT & HONOR CODE
www.du.edu/studentlife/studentconduct/

University College, in alignment with the University of Denver’s Code of Student Conduct and Honor Code, is committed to creating a campus environment conducive to education, work, study, and personal development. By enrolling at University College, students are to observe the standards of conduct. Violation of these standards may result in the immediate removal from a course and/or dismissal from an academic program. University College students should review the Code of Student Conduct and the Honor Code, including information on classroom conduct and plagiarism.

ACADEMIC ADVISORS

Academic advisors are available to all University College students to provide assistance in developing certificate and degree programs to fit individual needs and objectives. They also provide general academic and administrative information. Prior to applying for admission, certificate and degree students must speak with an academic advisor to develop their academic plans.

Advisors are happy to meet with students in person or to conduct an appointment by phone. To arrange an appointment with an advisor please call the Student Support Center at 303-871-2291 or 800-347-2042. Students may also make advising appointments online on PioneerWeb. To schedule an advising appointment log into PioneerWeb and select the Student tab. In the right column choose University College under the “Make an Appointment” area. Students can choose if they would prefer an in-office or phone appointment and then check for availability by day and time.

Please note that career advising should be conducted through the Career Center at 303-871-2150.

STUDENT STATUS DECLARATION

To ensure that students receive appropriate advising at the beginning of their program, and to establish degree and certificate requirements, all students who have not been admitted to a University College program (i.e. non-degree students or lifelong learners) must complete the student status declaration form during their first quarter of enrollment. Status declaration is required in order for students to register for additional quarters at University College. Students may enroll as a non-degree student for two quarters and complete a maximum of three courses (12 quarter hours).

The student status form and policy is available online on PioneerWeb on the University College tab under Forms and Applications. If interested in a certificate or degree program, students must submit a completed application packet by the stated deadline during the following quarter.

APPLYING FOR A GRADUATE DEGREE OR CERTIFICATE

Admission information, requirements, and deadlines are available on the University College website under Get Answers in the Admission section. Applications, application fees, and supplemental materials may be submitted online. A $75 non-refundable application fee for master’s degree admission and a $50 non-refundable application fee for certificate admission are required with the application.

Applications for graduate degree or certificate admission may be submitted at any time and are reviewed on a quarterly basis. Students are notified of an admission decision approximately a week after the admission review.

Students accepted after the posted deadline for a specific quarter will have a student record reflecting full acceptance in the degree or certificate program for the subsequent quarter. Please note that in order to be eligible for financial aid, students must be admitted to a degree or certificate program prior to the start of the quarter. Please check the University College website under Admission for current deadlines.

For questions concerning admission procedures, please contact the admission counselors at 303-871-3969, 800-347-2042 or by email at ucoladm@du.edu (graduate students) ucolba@du.edu (undergraduate students) or ucolintl@du.edu (international students).

BULLETIN

University of Denver academic policies and program requirements are available in the University of Denver Bulletin. Program requirements for previous academic years can be found in the archived bulletins.
CLASS FORMATS
University College offers courses in several different formats: online, on campus, hybrid, and hyflex. Students should review the day/time, location, and course details information on the course schedule carefully to ensure that they are registered in the correct delivery method for their course. Hybrid classes are a combination of online and on campus meetings. A hyflex course is an on campus and online course which are linked. Students enrolled in the on campus section meet on campus during regularly scheduled days and times and interact with online classmates virtually in real-time (synchronous) during the class meetings as well as throughout the quarter on Canvas. Students enrolled in the online section of a hyflex course meet in real-time (synchronous) during regularly scheduled days and times, and interact with on campus classmates virtually during class meeting times as well as throughout the quarter on Canvas. Students in a hyflex course must participate in whichever manner they signed up for: on campus or online the entire ten weeks. Students can review the meeting schedule for hybrid and hyflex classes in the Details area of the course schedule on our website.

CREDIT AND NON-CREDIT OPTIONS
Students taking classes for credit will receive a grade, and a permanent transcript will be maintained by the University of Denver. Students taking classes for non-credit will not receive a grade, and instructors are not obliged to evaluate written work. University College cannot certify attendance in a non-credit course. Most 4000 level University College classes may be taken for non-credit on a space-available basis. In the event that a class has reached the enrollment limit, non-credit students will be given the option to change to credit status or be placed on a waitlist. To register for a course as non-credit, students must contact the Student Support Center.

WAITLISTS
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 via email in the order of their position on the waitlist. After notification of an open position, students must register within 24 hours or lose their place on the waitlist. Should students receive notification during the weekend, they must register online or lose their place on the waitlist after the 24 hour time frame.

FIRST CLASS ASSIGNMENTS AND TEXTBOOKS
Due to the intensive nature of the quarter system, many University College courses require completion of an assignment by the first night of class. First class assignment information is available in Canvas approximately a week prior to the start of class.

Required textbook information for courses is available approximately three weeks before the quarter begins on the DU Bookstore website. Please enter the program (DU), the term, and then the department area of the course or search by Course ID (CRN of the course) on the right-hand side of the page. If there is more than one section of the course, please search by CRN for 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 also has a textbook rental program designed to lower the cost of textbooks for students. Students simply chose to rent textbooks when available, use them all quarter and return them by the posted due date near the end of finals exam week. Not all textbooks are available for rental. More information about textbook rental is available on the DU Bookstore website. The bookstore also offers digital books through multiple vendor partnerships.

Please note that the DU Bookstore makes every effort to carry textbooks for University College classes. We recommend checking the availability of textbooks with the DU Bookstore prior to coming to campus.

CLASS LOCATIONS
Registered students may access classroom locations under Courses / Schedule on our website. By clicking on the building abbreviation, students can view maps and addresses for the building locations. Students may also access their schedule and classroom locations by logging into PioneerWeb and selecting MyWeb or by calling the Student Support Center. Students will be notified through their DU email account or by telephone of any classroom changes.

FACULTY
University College utilizes a combination of practitioner faculty, who are professionally active in the fields they teach about, and full-time University of Denver faculty. This model provides our students with the most relevant practice-based...
programs and academically rigorous experience. Most University College faculty members are happy to communicate by phone or email. Please reference the course syllabus for each instructor’s preferred contact information. Instructors’ biographies and email addresses can be found online in Courses / Schedule or by calling the Student Support Center.

GRADES

Grades are available on PioneerWeb as soon as they are validated by the Office of the Registrar (approximately ten days after the end of the term). Privacy regulations do not permit the release of grades over the telephone.

Transcripts, which list classes taken, grades earned, and non-credit classes, may be obtained through the Office of the Registrar or online on PioneerWeb. Current students can submit transcript requests and pay by credit card in the Student Records area on the Student tab of PioneerWeb. Transcripts may also be requested by submitting a Transcript Order Form. To download a request form for official transcripts, visit the Registrar’s Office website or call 303-871-3159 for more information.

Official paper transcripts take 1-2 business days to process and cost $11.00 per copy. Official electronic PDF transcripts take a day to process and cost $9 per electronic PDF. Unofficial transcripts cost $2.00 per copy. You may also print an unofficial transcript from PioneerWeb.

For students using the employer reimbursement option, grade letters are available listing courses taken, final grades, and tuition costs. Please request the grade letter at the time of registration from the Student Support Center.

INCOMPLETE GRADES

If a student has attended and successfully completed at least 80% of the course and course work, but extenuating circumstances prevent completion of the course by the end of the quarter, then the student may request an incomplete grade. An incomplete grade is not a substitute for a failing grade or a means of raising a grade by doing additional work after the quarter ends. An incomplete grade should not be assigned if a student must attend additional class meetings.

Students should request an incomplete grade from the instructor prior to the last day of the quarter. The student and instructor must fill out the Application for an Incomplete Grade form, which is available on PioneerWeb on the University College tab under Forms and Applications, and submit this to the Student Support Center. Both the instructor and student should retain a copy of the incomplete form for their records.

The amount of time to make up an incomplete grade should not exceed one quarter. Once the student has completed the required work for the course, the instructor awards a grade and indicates a date completed through an electronic grade change process on PioneerWeb. An Incomplete grade must be satisfied by the assigned completion date, which cannot exceed one year and typically should not exceed one quarter. Incomplete grades must be removed before graduation. If not removed, an incomplete grade will convert to an “F”, which will affect GPA. Incomplete grades may not be considered passing for purposes of determining academic standing or federal financial aid eligibility.

COURSE CANCELLATION

Courses may be cancelled when enrollment is insufficient to provide appropriate instruction. If a course is cancelled, students will be notified by telephone or email from the Student Support Center and/or the department’s advisor and automatically refunded for the course. Advisors are available to assist students in selecting alternative courses.

If University College classes are cancelled due to inclement weather, closure information for the University of Denver will be available on the DU website and on local media. Closures will also be relayed to students via email/phone/text using the Emergency Notification System. Students should sign up for the Emergency Notification System on PioneerWeb. A make-up class will be scheduled.

COURSE EVALUATIONS

At the end of each course, students are asked to complete a faculty and course evaluation. Please take the time to complete these evaluations thoughtfully. The student responses from each evaluated course provide essential feedback concerning instructors and courses and assist in determining improvements for subsequent quarters. To review previous evaluations, please log on to PioneerWeb and choose Course and Teacher Evaluation Summaries under the Courses tab.
COURSE SCHEDULE
The University College online course schedule is available approximately two weeks prior to the start of each quarter’s registration period. Please refer to our website for the most up-to-date listings for course offerings, program notes, room locations, current information, registration dates and deadlines, and first class assignments and books.

An annual course schedule is available on our website for each program area to assist students in planning when to take their courses. Please note that while University College makes every effort to offer classes as indicated on the annual course schedule, course offerings on the annual schedule can be subject to change. Annual schedules are available at the bottom of the University College website under Resources.

WRITING REQUIREMENTS
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 the Anderson Academic Commons. For more information or to schedule an appointment, call 303-871-7456 or visit the website.

Students may also use the Research Center, located in the Anderson Academic Commons, for guidance through the research process. They can ask a research question via email, phone, or by one-on-one research consultation. To schedule a consultation or ask a research question, call 303-871-2905 or visit the Research Center website.

Students should use A Manual for Writers of Research Papers, Theses, and Dissertations, Eighth Edition: Chicago Style for Students and Researchers (Turabian, 2013) as their writing and style guide for all papers.

University College also offers a free writing workshop for students each quarter covering grammar, mechanics, A Manual for Writers of Research Papers, Theses, and Dissertations, Eighth Edition: Chicago Style for Students and Researchers (Turabian, 2013), writing guidelines, and an overview of academic writing. Please check the University College website, the University College tab on PioneerWeb, or call the Student Support Center for the next available workshop date and time or for information concerning the online version. You may register online for the on campus session. The online version is available on Canvas a few weeks prior to the start of the quarter.
RESOURCES

ACCOMMODATIONS FOR STUDENTS WITH DISABILITIES
www.du.edu/studentlife/disability
303-871-2372

DU students with disabilities may be eligible for accommodations in accordance with the Americans with Disabilities Act. Students who wish to request accommodations should contact the Disability Services Program (DSP) at least three weeks prior to the beginning of the quarter to schedule an in-take appointment. Students should also notify the Student Support Center at the time of registration concerning special needs. Documentation of disability is required.

ADVISING APPOINTMENTS
http://PioneerWeb.du.edu/
303-871-2291

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

ANDERSON ACADEMIC COMMONS/LIBRARY
http://library.du.edu/
303-871-2905

The Anderson Academic Commons houses the main library consisting of the Penrose Collection, traditional library services and the Research Center. It also houses academic support services such as the Writing Center, Math Center, and Technology Help Center. The Academic Commons includes a café with patio seating, exhibit spaces, small and large group study rooms, and spaces for individual quiet study. More information about the resources available at the Anderson Academic Commons is available on their website.

CAREER CENTER
www.du.edu/career/
303-871-2150

The University of Denver’s Career Center is open to all University College students as well as alumni (up to six 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 résumé catalogs and internship opportunities. University College students are also encouraged to attend workshops sponsored by the University of Denver’s Career Center. Topics include networking, résumé writing, interviewing skills, time management and many

THE CENTER FOR MULTICULTURAL EXCELLENCE
http://www.du.edu/cme
303-871-2942

The University of Denver believes that one mark of a leading university is its commitment to diversity and the practice of recognizing and valuing the rich experiences and world views of individuals and groups.

The Center for Multicultural Excellence (CME) advances diversity and Inclusive Excellence at DU through a range of programs and services for students, staff, faculty, administrators and alumni.

By engaging all members of the DU community in developing their ability to learn, work and live across difference, supporting historically underrepresented populations; and empowering campus partners to do the same. CME helps create a welcoming experience for success in our increasingly diverse democracy, international workforce and global society. Opportunities and resources are available on the CME website.

THE CENTER FOR ADVOCACY, PREVENTION, & EMPOWERMENT (CAPE)
http://www.du.edu/health-and-counseling-center/cape/
303-871-3853

The Center for Advocacy, Prevention, & Empowerment (CAPE) provides advocacy and support for students, staff, and faculty who have been affected by gender violence. Services from this office can be accessed for free and are confidential.
Books and materials for most University College classes can be obtained in the University of Denver Bookstore located in the south end of the Driscoll Center at 2050 East Evans. Please note that the DU Bookstore makes every effort to carry textbooks for University College classes. We recommend that students check the availability of their textbook with the DU bookstore prior to coming to campus.

The DU Bookstore also sells clothing, snacks, computers, software, notebooks, and gift items. A student discount is available on many items with a valid Pioneer ID card.

Books can be ordered and shipped by calling 800-289-3848 or online on the bookstore website. A small shipping fee will be charged. To order books online, students must create a user account by clicking on My Account at the top of the page or by proceeding to the checkout where they will be prompted to create an account.

The DU Bookstore also offers 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 available to rent through this program, however, hundreds of the most popular textbook titles are available for rental.

The DU Bookstore also offers digital books through multiple vendor partnerships.

DU Walking Escort Service
www.du.edu/campussafety/
303-871-2334

University of Denver Department of Campus Safety offers a walking escort service for students’ convenience and safety. Students may request an escort by calling 303-871-2334.

Enrollment, Degree, GPA Verifications
Students may request enrollment, degree, or GPA verifications in PioneerWeb on the Student tab by clicking on the Request Enrollment/Degree Verification option under Documents/Requests in the right-hand column. Examples of the three verification types are available by clicking on the links. Students must indicate the term and verification type they are requesting. The verification document will be emailed as an attachment within two business days. Students may then forward the verification document to a third party if necessary.

Equal Opportunity & Title IX, Office
www.du.edu/equalopportunity
303-871-7420

The Office of Equal Opportunity, in collaboration with University partners, fosters an environment of equal opportunity for students, faculty, and staff in all aspects of educational programming and employment. The Office of Equal Opportunity is responsible for ensuring compliance with the University’s anti-discrimination policies and promoting full compliance with all federal, state and local discrimination laws.

Health Services
www.du.edu/duhealth
303-871-2205

Health insurance is not required for University College students but is available to those who are degree-seeking, enrolled in at least one credit hour per quarter, and are taking courses on campus. Open enrollment dates apply.

Military/Veteran Services
http://www.du.edu/veterans/
303-871-2074

For more information about military or veteran services, resources, and benefits at the University of Denver, please visit the Veteran Services website, or contact the Veteran Services Coordinator at 303-871-2074 or veterans@du.edu.

Information about the Student Veterans Association is available online.
For questions specifically about military/veteran benefits or certification questions, please contact Liza Ramirez at 303-871-4878 or Liza.Ramirez@du.edu and review the Military Services website.

For any military/veteran related issues or concerns, please contact the Veteran Services Office at 303-871-2074 or veterans@du.edu.

OMBUDS
http://www.du.edu/ombuds
303-871-4712

The University Ombuds provides confidential and informal assistance to anyone having problems with or within the University. The Ombuds offers faculty, staff, students and others a safe place to discuss concerns, evaluate situations, locate information, connect with resources, and consider ways to resolve a conflict.

Detailed information and resources are available on the website. To schedule an appointment, call 303-871-4712 or email ombuds@du.edu.

PARKING/CAMPUS SAFETY
www.parking.du.edu
303-871-3210

One-hour parking restrictions impact on-street parking in the DU area. The restrictions are in effect daily from 8:00 a.m. to 10:00 p.m.

Students should review the Parking Services website for information and prices for parking permits. A night/weekend permit for commuter students allows access to most general and restricted lots after 5:00 p.m. on weeknights and all day on Saturday and Sunday. Several parking options are available for night/weekend permits. All parking permits must be purchased online through the Parking Services website. Please note for night/weekend basic permits that deadlines do not apply and students are not entered into a lottery system. However, students need to complete the online application, at which point the permits are sent in the mail.

A valid Pioneer ID Card is required for access to some classroom buildings and some general parking lots.

There are several lots around campus which are hourly parking/visitor lots. Parking fees in these lots are $1.50 an hour. Please review the parking map information for paid hourly parking.

Campus Safety encourages students to walk in groups after classes, or to call 303-871-2334 for an escort. During the first week of the quarter, students may park in lot 108 on Buchtel and Josephine without a permit. Please refer to the end of this guide for a parking map and parking permit information.

For transportation options to and around campus, such as, Light Rail and bus service, visit the Transportation Center website. Please note that the University of Denver Transportation Center also currently offers monthly bus passes at a 25% discount. For more information, please call 303-871-7433 or visit the website.

PIONEER ID CARDS
www.du.edu/pioneercard
303-871-4545

Hours
Monday – Thursday 9 a.m. – 6 p.m.
Friday 10 a.m. – 3 p.m.

An ID card is free to all current students who are registered for classes at DU. To obtain an ID card, students must present a current state or government ID. The issue date of the Pioneer ID card must be within 30 days of the first day of class of the student’s term of admission or registration. Students must be registered for a program or course lasting at least five weeks in duration.

Online and distance learning students must submit a Pioneer ID request form, which is located on their website under Get a New Pioneer ID Card.

The Pioneer ID is a student’s official identification while at the University of Denver. The ID card gives students access to the Anderson Academic Commons/Penrose Collection and discounts for athletic facilities membership. It also allows students to purchase DU sporting event tickets and selected items at the bookstore, at discounted prices. A valid ID card is required for access to some general parking lots where a parking permit has been purchased. The ID office is located in the south wing of the Driscoll Center (2050 East Evans).
The Ritchie Center for Sports and Wellness houses the premier fitness center in the region. The 14,500 square foot Coors Fitness Center provides students, faculty, staff, alumni, and community members with the very best in fitness technology. Graduate students registered in 8 credit hours per quarter, and undergraduate students registered in 12 credit hours per quarter have unlimited access to the facility at no charge. Students registered in less than the required number of credit hours are eligible to purchase a Fitness Center membership at a discounted rate. Please call 303-871-3845 for more information pertaining to membership rates and eligibility or view the Ritchie Center website.

TRANSCRIPTS
www.du.edu/registrar/records/transcripts.html
303-871-3159

Transcripts, which list classes taken, grades earned, and non-credit classes, may be obtained through the Office of the Registrar or online on PioneerWeb. Current students can submit transcript requests and pay with a credit card on the Student tab of PioneerWeb. All other official requests must be made in writing. Email and phone requests will not be accepted. Download a request form for official transcripts or call 303-871-3159 for more information. Official paper transcripts take two to three business days to process and cost $11.00 per paper copy. Official electronic PDF transcripts take a few hours to process and cost $9 per electronic PDF. Unofficial transcripts cost $2.00 per copy. You may also print an unofficial transcript from PioneerWeb.

NEWS & EVENTS
University College hosts several events each quarter. Students are encouraged to attend these free sessions to learn about and discuss current topics and trends in the master’s and certificate programs. To view the topics and register for events, go to http://universitycollege.du.edu and check the RSS feeds on the right side of the screen.
For a complete description of University College policies and procedures, please review the graduate or undergraduate student handbook located on PioneerWeb on the University College tab under Resources or on our website.
### Important Dates

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<thead>
<tr>
<th>Fall Quarter 2017</th>
<th>Spring Quarter 2018</th>
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<tbody>
<tr>
<td>Graduation Application deadline</td>
<td>Sunday, June 25</td>
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<tr>
<td>Intl Admission Application</td>
<td>Friday, June 16</td>
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<tr>
<td>Admission Application deadline</td>
<td>Friday, July 28</td>
</tr>
<tr>
<td>Priority Registration begins</td>
<td>Monday, July 31</td>
</tr>
<tr>
<td>Open Registration begins</td>
<td>Monday, August 7</td>
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<tr>
<td>Registration deadline</td>
<td>Friday, September 1</td>
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<tr>
<td>Labor Day holiday</td>
<td>Wednesday, September 4</td>
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<tr>
<td>Writing Workshop on campus</td>
<td>Saturday, September 9</td>
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<tr>
<td>New Student Orientation</td>
<td>Monday, September 11</td>
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<tr>
<td>Classes begin week of</td>
<td>Friday, September 15</td>
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<tr>
<td>Last day for 100% refund</td>
<td>Friday, September 22</td>
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<tr>
<td>Last day for 75% refund</td>
<td>Friday, September 29</td>
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<tr>
<td>Last day for 50% refund</td>
<td>Monday, October 2</td>
</tr>
<tr>
<td>0% refund begins</td>
<td>Friday, October 20</td>
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<tr>
<td>Last day to withdraw w/o approval</td>
<td>Friday, November 3</td>
</tr>
<tr>
<td>Last day to withdraw w/approval</td>
<td>Friday, November 17</td>
</tr>
<tr>
<td>Classes end</td>
<td>Wednesday, November 29</td>
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<tr>
<td>Grades posted</td>
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<tr>
<th>Winter Quarter 2018</th>
<th>Summer Quarter 2018</th>
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<tr>
<td>Graduation Application deadline</td>
<td>Sunday, September 17</td>
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<tr>
<td>Intl Admission Application</td>
<td>Friday, September 29</td>
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<tr>
<td>Admission Application deadline</td>
<td>Friday, November 3</td>
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<tr>
<td>Priority Registration begins</td>
<td>Monday, November 6</td>
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<tr>
<td>Open Registration begins</td>
<td>Monday, November 13</td>
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<tr>
<td>Registration deadline</td>
<td>Tuesday, December 19</td>
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<tr>
<td>Writing Workshop on campus</td>
<td>Wednesday, December 20 online only</td>
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<tr>
<td>New Student Orientation</td>
<td>Tuesday, January 2</td>
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<tr>
<td>Classes begin week of</td>
<td>Friday, January 5</td>
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<tr>
<td>Last day for 100% refund</td>
<td>Friday, January 12</td>
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<tr>
<td>Last day for 75% refund</td>
<td>Monday, January 15</td>
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<tr>
<td>Martin Luther King Holiday</td>
<td>Friday, January 19</td>
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<tr>
<td>Last day for 50% refund</td>
<td>Monday, January 22</td>
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<tr>
<td>0% refund begins</td>
<td>Friday, February 9</td>
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<tr>
<td>Last day to withdraw w/o approval</td>
<td>Friday, February 23</td>
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<tr>
<td>Last day to withdraw w/approval</td>
<td>Monday, March 12</td>
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<td>Classes end</td>
<td>Wednesday, March 21</td>
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<td>Grades posted</td>
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2017 - 2018 PARKING GUIDE

Paid Hourly Parking (Green Spaces)

Hourly fee is $1.50
Pay stations accept coins, bills, Visa, MasterCard and Discover:
314 Cable Center Hourly
311 Ritchie Center Hourly
312 Centennial Hall Hourly
312S Centennial Hall Hourly
316W Sturm Hall Hourly
316E Race Street Hourly
302 Driscoll Center Hourly
321 Ricketson Law Building Hourly
301 Evans Garage Hourly
315 University Libraries Hourly
305 University Hall Hourly
306 Nelson Hall Hourly
304 Cherrington Hall/ May Reed Hourly
320 Newman Center Hourly

General Basic Permit
Valid 24/7 in yellow 100 series lots
Academic year: $255
Per Quarter: $85

Night/Weekend Restricted Permit
Valid 4pm-6am, M-F, all day Sat, Sun in specific Restricted lot, any General
100 series lot, and Restricted lots H1, Q, and W.
N/W D- $291 Academic year
N/W K- $186 Academic year
N/W E, L, T - $289 Academic year
N/W P - $228 Academic year
*quarterly permits may be available

Night/Weekend General Permit
Valid 4 pm - 6 am, M-F, all day Sat,
Sun in yellow 100 series lots and
lots, H1, Q, and W.
Academic year: $156
Per quarter: $55

Important Information
- For disability parking please contact
Parking Services at 303-871-3210.
- To report issues with pay machines
or parking lot issues
call 303-871-4159
- For related parking & transportation
information and to purchase a
permit visit www.parking.du.edu
- Campus Safety non emergency call
303-871-2334. Emergencies
303-871-3000