

ACADEMIC SUPPORT SERVICES

Center for Academic and Student Success (CASS)
Haven Warren Hall, Room 214
Telephone: (404) 880-6055

The Academic Support Services serves as a key component of the Center for Academic and Student Success. Activities include, advising all first-time students beginning with their admission into the University and continuing through the freshman and sophomore years; coordinating advisement workshops for faculty/staff advisors; and developing activities to assist students holistically as they persist to graduation.

The **Center for Academic and Student Success (CASS)** fosters, facilitates and supports the advancement of undergraduate education at the University. These programs and services include: continuous assistance with and interpretation of academic requirements, regulations and procedures for students, faculty and parents; review and approval of transient study applications, ongoing coordination of General Education Core curriculum and interpretation of core requirements; academic policies regarding appeals of academic decisions and policies; and first-year experience program. **The Executive Director of the Center for Academic and Student Success (CASS)** supervises the planning and operations of the educational and student support units; including First-Year Seminar, Advising, and various retention initiatives.

The mission of the **Center for Academic and Student Success (CASS)** is to facilitate the academic success, retention, and holistic development of undergraduate students, from recruitment to graduation.

The vision of the **Center for Academic and Student Success (CASS)** is to be a leading model of comprehensive and coordinated support of the undergraduate academic experience, encompassing best practices in educational programs and services to improve and enhance the academic success, retention and graduation of high quality Clark Atlanta University students. We will also prepare students to become ethical and responsible citizens in a global society, with the highest standards of civility and professionalism.

The Center for Academic and Student Success serves the undergraduate student population. All enrolled undergraduate students are eligible to receive assistance through a variety of services and programs offered by this unit. Special emphases are placed on the following populations of students: academically "at risk," non-traditional, students with disabilities, and student athletes.

The services provided include:

- **Early Intervention/Retention Alert.** Provides services to first-year students who are conditionally admitted to increase the likelihood of academic success during the first year of enrollment. Students are referred to the appropriate unit for assistance when necessary. The Office also conducts weekly seminars with the primary purpose of monitoring the progress of each student participating. Notification of lack of Satisfactory Academic Progress (SAP) and review of appeals are coordinated by the Center for Academic and Student Success.
- **Undergraduate Academic Seminar.** The primary purpose of the weekly seminars is to monitor the progress of each student participating. These meetings serve as a forum to develop and implement solutions to the day-to-day challenges that may arise. The meetings are

designed to be positive exchanges of feelings, ideas, solutions and future approaches to academics in general.

- **Academic Advisement Services.** Coordinates advisement workshops for faculty advisors, assigning Retention and Graduation Specialists to first-year students (freshmen), entering courses for first-year students, reviewing academic records for overload approvals, transient permission, review of academic standing and advising undeclared majors.
- **Tutorial and Study Skills Services.** Provides integrated support through tutoring and study skills/time management across all academic disciplines. Serves as a vital resource in providing academic support services to each student who needs such services to meet his/her post-secondary goals and/or to graduate.

Academic Regulations

Center for Academic and Student Success (CASS)
Harkness Hall, Suite 211
Telephone: (404) 880-6055

Academic Standards and Requirements

Academic Integrity

The faculty and students at Clark Atlanta University recognize that academic integrity is fundamental to the education process. Breaches of academic integrity by students are violations of University policy and will subject students to disciplinary action (per the Undergraduate Student Handbook). Students who submit course requirements which are not their own or who commit other acts of academic dishonesty will forfeit the opportunity to continue to matriculate at Clark Atlanta University.

University Policy on Determining Credit Hours Awarded for Courses and Programs

1. Policy Statement:

For academic purposes, Clark Atlanta University uses Carnegie units to measure semester credit hours awarded to students for coursework. Normally, universities award a **Carnegie unit of credit to students for satisfactory completion of one (1) fifty (50)-minute session of classroom instruction for a minimum of three (3) hours of work per week for a semester of not less than fifteen (15) weeks.** For example:

- a. **For lecture classes**, a semester credit hour consists of the equivalent of at least one (1) hour (50-minute period) per week of "seat time" **in-class** and two (2) hours per week of **out-of-class** student work for fifteen (15) weeks. Hence, a standard three (3) semester credit hour lecture class meets for at least forty-five (45) contact hours per semester, plus a minimum average of six (6) hours of activities outside of the classroom per week for fifteen (15) weeks.
- b. **For laboratory classes**, one (1) semester credit hour consists of the equivalent of a minimum of three (3) hours of laboratory work per week for fifteen (15) weeks.
- c. **For Individual instruction classes**, instructors should make adjustments so that the total number of hours of work required by students is equivalent to that of a traditional class that meets **face-to-face**.
- d. **For classes offered in a shortened format**, (e.g. mini-mesters, summer session, intersession) the hours are prorated so that the classes contain the same total number of hours (e.g. 45 contact hours for a 3 credit course) as if the classes were scheduled for a full 15- week semester.
- e. **For graduate and professional students**, the required academic work normally will exceed three (3) hours per credit per week.

Ultimately, the responsibility for protecting the academic integrity of curricula, programs, and class schedules rests with the University's Provost and Vice President for Academic Affairs. The University may adjust its basic measure for awarding academic credit proportionately to reflect modified academic calendars and formats of study as long as it meets the aforementioned criteria. The University grants semester credit hours for formalized instruction in a variety of delivery modes, such as a lecture course, which also requires laboratory work and/or supervised independent study or field activities. Regardless of the mode of instructional delivery or class scheduling, the University will assign academic credit consistently across academic programs as well as for transfer credit among accredited institutions of higher education. In all cases, the student learning outcomes must be equivalent.

2. Review and Approval Process:

- a. Course developers will ensure that the required quantity of student learning per credit is the equivalent to a minimum of forty-two (42) hours and a maximum of forty-five (45) hours of coursework over a fourteen to fifteen (14-15)-week semester through instructional activities that address and demonstrate student competencies in defined learning outcomes. These instructional activities should draw upon instructional practices approved by the Provost and Vice President for Academic Affairs.
- b. University Governance Bodies (e.g., the University Curriculum Committee, Graduate Council, Academic Council, and University Senate) recommend to the Provost and Vice President for Academic Affairs and the President the appropriate semester credit hour definition and application according to the following guidelines:
 - i. The University's semester calendar will not violate any accreditation standards, federal guidelines, etc.;
 - ii. The University's semester calendar will facilitate the educational attainment of the University including the process for the award of transfer credit; and
 - iii. A semester credit hour will be consistent throughout all the academic programs of the University.

3. Policy Administration

- a. For each academic term, the University Registrar and Associate Vice President for Academic Affairs will assist Deans, Department Chairs, and Program Coordinators to schedule classes in conformity to the University's semester credit hour policy.
- b. Classes that meet for more than seventy-five (75) minutes consecutively will include a ten (10)-minute break for each seventy-five (75)-minute segment.
- c. Prior to the beginning of student registration, the University Registrar will deliver an official Banner system report verifying that all proposed class schedules meet the University's semester credit hour policy to the Provost and Vice President for Academic Affairs for approval.
- d. If proposed class schedules do not meet minimum time requirements, the Provost and Vice President for Academic Affairs will direct School Deans to coordinate with their Department Chairs and Program Coordinators to adjust class schedules to conform to the University's semester credit hour policy.
- e. Periodically, the University Curriculum Committee, Academic Council, the Provost and Vice President for Academic Affairs, and University Senate review the semester credit hour policy as

defined by Carnegie unit measure and forward recommendations to the President for approval.

- f. The University Registrar posts the policy to the University website and includes the policy in the CAU Undergraduate and Graduate Catalogs.

Course Credits and Minimum Contact Hour Requirements

¹ As required by accrediting and regulatory agencies.

Residency Requirements

Clark Atlanta University requires all undergraduate students to complete a minimum of twenty-five percent (25%) of the credits earned toward a degree be earned in residence. These credits must be completed while the student is enrolled at Clark Atlanta University. All Clark Atlanta University courses must include the following minimum instruction based contact-hours:

Classification of Students

The classification of a Clark Atlanta student is determined by the number of credit hours earned as follows:

- Freshman: 0-27 credits
- Sophomore: 28-57 credits
- Junior: 58-87 credits
- Senior: 88 or more

Course Loads and Prerequisites

The normal course load for full-time undergraduate students is fifteen (15) to eighteen (18) credits. Twelve (12) credits is the minimum course load for which students can be enrolled and be considered full-time. A student may take up to eighteen (18) credits without being charged for an overload. Students who desire to take more than eighteen (18) credits must have a minimum grade point average of 3.25, permission from their respective department chairs, and the approval of the - School Deans. The student must pay for each additional credit. Students participating in the Honors and Scholars Program, band, orchestra, and choir will not be charged for the one (1) credit overload which registration in these activities requires. The maximum course load for fall and spring semester is twenty-one (21) credits. The maximum course load for the summer session is nine (9) credits. Students are not authorized to register for courses for which they have not successfully completed the prerequisite course(s). Students who do so will be administratively withdrawn from those courses by the instructors of record and will not be awarded final grades.

Class Attendance Policy

It is Clark Atlanta University's policy that students prepare for and punctually attend all class meetings for courses in which they are enrolled unless officially excused. Students who do not attend class meetings during the first ten (10) class days of the academic term will be dropped from the course by the University Registrar. Schools, academic departments, and instructors of record are approved to establish more rigorous class attendance requirements for undergraduate students as documented in course syllabi.

1. Mandatory Attendance at First Class Session and Consequences for Absences

Student attendance at the first class is mandatory in all courses to confirm enrollment. The academic calendar can be found at www.cau.edu (<http://www.cau.edu>). Students are required to attend the first class session to receive instruction, syllabi, and important information about the course from the instructor. In addition, because students can register for and drop courses online, the list

of registered students fluctuates. A student's presence at the first class session is required to clearly indicate the number of students, who are committed to taking the course. As a result, instructors and/or department chairs can then determine whether any students who were not able to register for a closed course may take the place of students who registered but did not attend the first class session.

Class Attendance

- a. Unless students obtain prior approval from the instructor or Department Chair for an intended absence before the first class meeting, they **must attend** the first class meeting of every section of a course in which they are enrolled (including laboratories and recitation classes). Without such prior approval, a student may lose his or her seat in the class. Registration materials will alert students to the fact that they must attend the first session of a course including laboratories, recitations, lectures, or other official class meetings.
- b. Instructors of record can administratively withdraw students, who fail to attend the first day of class by contacting the University Registrar. Students must be officially dropped from any course for which they have enrolled and subsequently been denied enrollment. Faculty advisors denying course enrollment to students should notify the University Registrar to have those students removed from the class roster.
- c. If a student wishes to remain in a course from which he or she has been absent the first day without prior approval, the student should contact the instructor as soon as possible. In this circumstance, instructors have the right to deny a student's admission to the class if other students have been admitted and the course is full. However, instructors should consider extenuating circumstances (e.g., weather, illness) that may have prevented a student from attending the first class session.

2. Regular Attendance at Classes and Makeup Work for Approved Absences

All matriculated students are expected to attend every session of their classes except when a legitimate absence prevents attendance. When illness necessitates absence from classes, students should report at once to the Student Health Services Center.

Faculty Responsibilities

- a. Students are expected to attend all class meetings. In the event that a student must be absent for a class due to religious observances, illness, or family emergency, instructors may strongly encourage (though not require) that students complete additional assignments to make up for missed class participation. Unless the emergency or illness does not permit them to do so, students must provide advance notice of absences to their instructors. However, students are **not** excused from learning the materials presented or completing the assignments that were required during classes for which they were absent. Faculty may grade reduce grades of students, who are absent from class without an official University excuse.
- b. Faculty members will report to the Department Chair the name of any students whose academic progress is impeded by their repeated class absences. The number of absences permitted in a given course is specified by the instructor. First-year students should exercise particular care that class absence does not negatively impact their academic progress.

- c. Faculty members have discretion regarding their individual class attendance policies within these general parameters. Students are responsible for becoming familiar with their instructors' expectations and requirements for class attendance. Instructors must state class attendance and grading policies in their course syllabi.

Student Responsibilities

- d. **Mandatory Class Attendance:** Class attendance is mandatory for all Clark Atlanta University students. Absences may result in lower grades.
- e. **Unexcused Absences:** No student will be permitted unexcused absences from class. Unexcused absences may result in lower grades.
- f. **Excused Absences:** Excused absences include those incurred by the student's participation in University or class sponsored activities. Examples of excused absences include band, choir, athletics, field trips, family emergencies, and significant illness. (Proof of family emergencies and illness are required for permission to make up missed assignments, tests, and other course requirements.)
- g. **Anticipated Absences:** Students are responsible for informing their instructors of any anticipated absences from class. Students who are ill are advised to report to the Student Health Services Center where their conditions can be documented and included among University approved absences.
- h. **Verification of Attendance:** During each semester, the University Registrar requests faculty members to confirm student rosters by 1) directing students, whose names do not appear on their class rosters to Registrar's office in order to be officially enrolled into the course and 2) reporting names of students who appear on their rosters, but who have not reported to class. Students, who are reported as "Never Attended" will be dropped from the class roster.

Note: Per federal financial aid regulations, students, who do not attend any class meetings during the first ten [10] calendar days of the academic term will be dropped from those courses by the University Registrar.

Authority for Approving Excused Class Absences

Note: The Office of the Provost and Vice President for Academic Affairs does not issue excuses for student absences.

Course Numbering System

Lower Division Level (Introductory and Intermediate)

- 100 - 199 Freshman Courses
- 200 - 299 Sophomore Courses

Upper Division (Emphasized and Advanced)

- 300 - 399 Junior Courses
- 400 - 499 Senior Courses

With special permission, undergraduate students may register for graduate courses in order to complete Accelerated Five-Year Dual-Degree requirements. The suffix letter "H" indicates that the course is an Honors section. Students who wish to enroll in Honors courses must obtain the approval of the Director of the Honors Program.

Cross-Listing Undergraduate and Graduate Courses

This procedure outlines the requirement regarding cross-listing undergraduate course with graduate-level courses.

Cross-Listing Courses

CAU defines cross-listing as a course listed under more than one level (i.e., graduate and undergraduate courses).

Accreditation Guidelines

According to the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) Principle of Accreditation (**Section 9.6: Educational Program Structure and Content**), the institution offering Post-baccalaureate professional degree programs and graduate degree programs are progressively more advanced in academic content than undergraduate programs, and are structured

1. to include knowledge of the literature of the discipline and
2. to ensure engagement in research and/or appropriate professional practice and training. (Post-baccalaureate rigor and curriculum).

<http://www.sacscoc.org/pdf/2018PrinciplesOfAccreditation.pdf>

CAU Course Numbering System

Courses numbered 100 through 199 are introductory, while those numbered 200s are intermediate. Courses numbered in the 300s and 400s are more advance and are considered upper-division courses. These courses are recommended for students with junior or senior status. Graduate courses are numbered in the 500s; undergraduate students may take cross-listed 500-level courses to complete degree requirements. Graduate Cross-listed courses must adhere to the SACSCOC guidelines. Academic Departments that perceive a need to cross-list courses for both undergraduate and graduate credit must seek the University Senate's approval. Based on the SACSCOC Accreditation guidelines, undergraduate students who enrolled in cross-listed graduate courses are expected to complete requirements beyond those expected of undergraduate level.

Course Grading System Grades and Quality Points

Coursework is evaluated as shown below. Parenthetical numbers represent the numerical value each grade carries in the computation of grade point averages. Grades which have no numerical value are not computed in the grade point average.

The scale listed below is used for translating numerical grades into letter grades:

"Course Grading System"

Grades and Quality Points: Coursework is evaluated as shown below. Parenthetical numbers represent the numerical value each grade carries in the computation of grade point averages. Grades which have no numerical value are not computed in the grade point average.

A (4) = Excellent

B (3) = Above Average

C (2) = Average

D (1) = Below Average

F (0) = Failure

I = Incomplete

IP = In Progress

AU = Audit

HP = High Pass with course credit

P = Pass with course credit R, Z,

E = Course repeated and appended to earlier earned grade

W = Withdrew WU = Withdrawal Unofficially

XF = Non-grade, Non-transcript related status for financial aid standing

The scale listed below is used for translating numerical grades into letter grades:

90-100 = A

80-89 = B

70-79 = C

60-69 = D

Below 60 = F

Note: HP (High Pass), P (Pass), or F (Fail) grades apply to Honors Program Colloquium requirement. Honors Program students earn credit hours but do not receive a letter grade.

Grade Point Average (GPA)

The GPA is calculated by dividing the sum of the quality points earned in courses graded "A" through "F" by the total number of graded course credits attempted. When a course is repeated, the last final grade earned, whether higher or lower, will be the final grade of record and is included in computing the cumulative GPA. However, the original final grade remains on the student's transcript, followed by the symbol "E", which indicates that the course was retaken (excluded) and its original final grade replaced (excluded) by a subsequent grade.

Academic Standing

The academic records of undergraduate students are evaluated following each term of study. A minimum cumulative grade point average (GPA) of 2.0 is required for undergraduate students to maintain Good Academic Standing. Courses attempted include any course in which final grades of A, B, C, D, F, W, I, P (with course credit), or IP are awarded. Students who fail to maintain Good Academic Standing are placed on Academic Warning, Academic Probation, or Academic Suspension as described below. These standards apply to full-time and part-time students. Final grades earned in summer sessions will be included in the cumulative GPA of the previous academic year. Students in Good Academic Standing are eligible to receive financial aid at Clark Atlanta University. Students who are not in Good Academic Standing or who are dismissed from the University are not eligible to receive financial aid.

Academic Warning

Students earning a cumulative GPA less than 2.0 for the first time during their matriculation at the University will be placed on Academic Warning. Students will be placed on Academic Warning only once during their matriculation at Clark Atlanta University.

Academic Probation

Students earning a cumulative GPA below 2.0 in a subsequent semester (following Academic Warning in any previous term) or in a subsequent semester during their matriculation will be placed on Academic Probation. A student may be placed on Academic Probation after returning to Good academic Standing when the student's cumulative GPA falls below 2.0. Students may be returned to Good Academic Standing by maintaining a minimum cumulative GPA of 2.0. During the period of Academic Probation, students must successfully complete CUGS 097 Undergraduate Seminar/CUGS 098 Undergraduate Seminar, Undergraduate Academic

Seminar. Students on Academic Probation who fail to successfully complete Undergraduate Academic Seminar will forfeit the right to appeal should they be academically suspended.

Academic Suspension

After being placed on Academic Probation would a student not improve the cumulative GPA to a 2.0 the following term, a student will be placed on Academic Suspension. Students suspended under this rule will be eligible to apply for readmission to the University after one (1) academic term (fall or spring term) following an academic suspension. Following the third Academic Suspension, students will be expelled from Clark Atlanta University and will **not** be eligible for readmission.

Appeal of Academic Suspension

To appeal Academic Suspension and dismissal actions, a student must be able to document mitigating circumstances. The student must indicate, in writing, to the Executive Director of the Center for Academic and Student Success (CASS) the reasons for failure to meet the satisfactory progress requirements. Documentation to support the appeal is required. Petitions for reinstatement must be received in the Executive Director of the Center for Academic and Student Success (CASS).

- **Academic Reinstatement Following Academic Suspension.** Students seeking reinstatement following academic suspension must apply through the Office of Admissions. The student must also submit a statement describing academic activities during the suspension period and outlining reasons that reinstatement should be granted. The application and supporting statement will be referred to the Office of Academic Enrichment and Success for review. A recommendation for action will be returned to the Office of Admissions and communicated to the student. Students who are approved for reinstatement must:
 - Have any credits earned at another regionally accredited college or university evaluated to determine which courses will be accepted for degree credit by Clark Atlanta University.
 - Have a minimum cumulative GPA of 2.5 for credits earned at other institution(s).
 - Enroll for a maximum of thirteen (13) credits, except with the approval of the major department chair
 - Earn a minimum cumulative GPA of 2.0 during the first semester following reinstatement to the University.
 - Meet with an academic advisor or major department chair to review their academic progress at least once per month.
 - Enroll in CUGS 097 Undergraduate Seminar/CUGS 098 Undergraduate Seminar, Undergraduate Academic Seminar. This seminar is required of all students readmitted to the University following academic suspension. Students who fail to successfully complete Undergraduate Academic Seminar will forfeit their right to appeal an academic suspension.

Declaration of Major Fields of Study

Students are advised to declare a major field of study by the time they have earned 30 credits. However, students must declare a major field of study upon earning 30 credits. Students who have earned more than credits will not be permitted to register for subsequent academic terms until they have declared a major field of study.

Requirements for Major Fields of Study and Minor Concentrations

A major course of study includes between nineteen (19) and twenty-four (24) courses, including cognates (courses in other disciplines that enhance the student's knowledge of the major area of study). The

academic departments govern the courses in the majors and their plans of study.

Requirements for Minor Concentrations

Students may elect to pursue minor concentrations of study including eighteen (18) to twenty-four (24) credits. Minor concentrations are administrated by the host departments. Each student electing to pursue minor concentrations of study must be approved by the Chair of the student's major department.

Stackable Credentials

Generally, students may take up to twelve (12) credit hours to earn a stackable credential. Stackable Credentials are established by major departments.

Interdepartmental and Double Major Fields of Study

Students may design interdepartmental majors including a minimum of thirty-six (36) credits. Such majors require the approval of the Chair of the respective host departments; the support of three faculty members, one of whom must agree to serve as the student's major advisor; and the approval of the Executive Director of the Center for Academic and Student Success (CASS). Students electing a double major must complete the degree requirements of both major departments. Course substitutions in the major must be approved by department chairs. Students' approved plans of study must be submitted to the Office of the University Registrar.

Procedure for Changing Major Fields of Study and Minor Concentrations

When students change a major or a minor, they must obtain and complete the following form and return it to the Office of the University Registrar.

- A Change of Major Field of Study/Minor Concentration Form;
- The signatures of the department chair hosting the current major field of study and minor concentration; and
- The signature of the department chair hosting the proposed major field of study and minor concentration.

Policy for Award of Course Incompletes

An incomplete ("I") is a temporary grade assigned when extenuating and documentable circumstances, such as illness, death of a family member, or other reasons that are acceptable to the instructor, prevent a student who is passing a course from completing the final examination and/or other course requirements by the end of the semester. The "I" is not to be assigned as a substitute for a failing grade. To be eligible for an "I," a student must have attended class regularly and passed a substantial amount of the required coursework. The student must provide to the course instructor official verification of circumstances preventing the completion of the full requirements for the course. The responsibility for completing the coursework rests with the student, and the instructor is not obligated to provide further classroom instruction. An "I" grade cannot be removed by enrolling in the course again. A student cannot register for a course in which he/she has an Incomplete grade and cannot register and enroll in any course where an "I" graded course is a prerequisite.

In awarding an "I" grade, the instructor must submit to the Office of the University Registrar an *Incomplete Grade Form* indicating the reason for the grade, the work required for removing the "I" grade and a grade to be awarded if the work is not completed. The original *Incomplete Grade Form* must be submitted to the Office of the University Registrar for grade processing and documentation.

An "I" grade should be removed by the end of the semester following the one in which it was assigned, but must be removed no later than one year from the end of the semester in which the "I" grade was assigned. The time limit may not exceed one year, whether or not the student is in residence. If the course requirements are not completed, and the "I" grade is not changed by the instructor within the specified time period, the student will be awarded the default grade. If a default grade has not been provided, the "I" will become an "F", and the student will be required to re-enroll and complete the entire course. A student may not graduate with an "I" grade on his/her academic transcript. Removal of an "I" does not assure a passing grade in the course.

Undergraduate Repeat Course Policy

The University's Undergraduate Repeat Course Policy permits a student who retakes the same course at Clark Atlanta University to replace the initial final grade earned with the latest final grade earned. Students are not permitted to retake any course more than twice. Courses completed in transient are not eligible for approval regarding the academic forgiveness. The student must officially register and pay for the course each time it is taken. The last final grade earned, whether higher or lower, will be the final grade of record. The credits earned for a course will be counted only once regardless of the number of times the course was completed. The adjusted GPA excludes the previously earned unsatisfactory grades ("D" or "F") in the repeated course. If a student withdraws from the course that is being repeated, the previously earned final grade will stand. A "W" cannot be used to adjust students' grade point averages. The University's Undergraduate Repeat Course Policy does not apply to courses in which students have already earned minimum final grades of "C" or to courses in which students earned final grades of "D" which are acceptable for degree credit.

Final Grade Adjustments

In the event there are errors in reporting students' final course grades, instructors must provide written justification for the grade adjustment to the Department Chair and School Dean. Final grade adjustments approved by the School Dean are forwarded to the Office of the University Registrar for posting to the students' academic transcripts. Final grade adjustments must be approved by the School Dean not later than the end of the following term in which the course was completed.

"In Progress" Courses

"In Progress" courses on students' academic transcripts indicate that credit has not been awarded for the course, and the instructor did not submit a final grade. Course instructors must submit a final grade in order for the "In Progress" course to be removed from student's academic transcript. If the final grade is not submitted by the instructor of record, the default grade of "WU" will be assigned to student's record to indicate an unofficial withdrawal from the course. Registering for an "In Progress" course for a subsequent academic term will not remove the "In Progress" status. Students may not graduate with "In Progress" courses on their academic transcripts.

Drop and/or Add Courses

Students may drop and/or add courses during the Drop/Add Period as published in the University's Academic Calendar. Prior to making any changes in their class selections, students must consult with their advisor to determine the appropriate course(s) to drop and/or add and use the University's online registration process to complete all drop/add transactions. Students are not permitted to register for courses after the official Drop/Add Period has expired.

Official Withdrawal from Courses

Each semester, the official course withdrawal begins after the end of the Drop/Add Period as published in the University's Academic Calendar. Students who wish to withdraw from an individual course must obtain a Course Withdrawal Form from the Office of the University Registrar. The form must be completed with all appropriate signatures of the student's department chair or academic advisor and the course instructor as required and submitted to the Office of the University Registrar prior to the official deadline for withdrawal. When a student is authorized to withdraw from a course, a final grade of "W" is assigned to the student's academic transcript regardless of his/her performance in the course prior to the official date of withdrawal. The University will designate the last day official date of withdrawal as the last day of the classes each semester by close of business, based on the published University calendar. This applies to courses taken on the campus of Clark Atlanta University and does not include AUC Cross Registration, ARCHE Cross Registration or Study Abroad. For students cross-registered through the ARCHE program, the "host" school policy applies. Withdrawing from a course will not result in the student receiving any refund of tuition or fees.

Unofficial Withdrawal from Courses

Students who stop attending class meetings and participating in course activities and requirements and have not officially withdrawn from courses will be awarded final course grades in accordance with University policies. Students may officially withdraw from courses within the official withdrawal period as published in the University's Academic Calendar. Instructors of Record are required to post to BannerWeb the last date of attendance for each student who has unofficially withdrawn from their courses.

Auditing Courses

A regular full-time student may audit one (1) course per academic term. Students must obtain the approval of the course instructors' and their faculty advisors and officially register and pay the standard fee. Although auditors are not required to take course examinations, individual instructors may stipulate requirements for the auditors' attendance, preparation, and participation in class activities and laboratory exercises. Students receive no credit for auditing courses and cannot change the auditing status after the Drop/Add Period ends.

Minimum Class Size

For an undergraduate course to be offered during the regular academic year, the minimum class size is ten (10) students and six (6) students during the summer session. The University reserves the right to cancel any class with fewer than the required minimum number of students.

Course Substitutions

Under some circumstances, alternative courses may be substituted for General Education Core courses or for those required for the major field of study. Substitutions must be recommended and approved prior to course enrollment. To replace a required major course, a Course Substitution Form must be submitted for approval to the Department Chair and the School Dean. Upon approval, the Dean forwards the form to the Office of the University Registrar. To substitute a University core curriculum course, a Course Substitution Form should be submitted by the Department Chair to the Executive Director of the Center for Academic and Student Success (CASS) for approval. If approved, the Executive Director of the Center for Academic and Student Success (CASS) will submit the approved course substitution authorization to the Office of the University Registrar. Lower-level courses (100 and 200 series) cannot be substituted for upper-level courses (300 and 400 series). For transfer students, course substitutions must be approved by the end of the first semester in which the student is enrolled at Clark

Atlanta University and the form must be submitted to the Office of the University Registrar.

Waiver of Degree Requirements

Clark Atlanta University policy will **not** waive degree requirements.

Evaluation of Transfer Credits

Credits earned at other institutions including those of the Atlanta University Center are accepted in partial fulfillment of graduation requirements. Quarter-hour transfer credits will be converted to semester-hour equivalents (one quarter-hour credit being equivalent to two-thirds of a semester hour). In order to be accepted for transfer credit, students must have earned minimum final grades of "C" from accredited institutions. All transcripts received by the University from previously attended institutions become a part of students' permanent academic records. Accepted transfer credits will count for graduation purposes but will not be included in students' cumulative CAU grade point averages.

Limitations on Transfer Credit

A transfer student may receive credit toward graduation for no more than ninety (90) credits unless otherwise defined by an articulation agreement between Clark Atlanta University and the previously attended institution. A transfer student with ninety (90) credits of accepted transfer credits may not earn credits through the University's Study Abroad program. Transfer credits exclude courses below the 100 level.

Course credits completed on the campus of Clark Atlanta University including Atlanta University Center cross-registrations and Atlanta Regional Council for Higher Education (ARCHE) exchange programs with other colleges and universities and consortium agreements will be:

1. treated as CAU credits and included in students' residency requirements and
2. excluded from the ninety (90) credit transfer limit. Transfer credit, transient credit and Study Abroad credit may not exceed 90 credit hours.

Degree Credit Limitations

Students who are readmitted after one year or more has elapsed since the last date of enrollment or students initially admitted as transfer students must meet current degree requirements including, where applicable, current professional accreditation standards. Credit will not expire; however, proceeding to courses for which there are current prerequisites will be limited based on the ability to demonstrate prerequisite course proficiencies. Proficiency may be based on current passing scores on final examinations in prerequisite courses or current scores on standardized examinations leading to college credit such as Advanced Placement (AP) and SAT II tests. Proficiency may also be established by departmentally approved performance, presentation, or writing assessment aligned with the learning outcomes of a prerequisite course.

Changes in Curriculum

A student's curriculum is outlined in the catalog that is in effect at the time the student begins matriculating at the University. In addition, an academic advisor is available to each student. The advisor issues the student a curriculum sheet outlining the requirements for obtaining a degree in the major field. It is the responsibility of each student to secure a curriculum sheet (and an Undergraduate Catalog) which must be followed to meet graduation requirements. If a student changes his/her major, he/she will be guided by the curriculum authorized at the time the major was changed.

Acceptance of Credit for Associate Degrees

Courses completed by applicants as part of the plan of study of an Associate Degree awarded by an accredited two-year college are not subject to expiration of credit.

Credit for Previous Experiential Learning¹

Up to 30 credits may be awarded for experiential learning based upon recommendation of Learning Council for Adult and Experiential Learning (CAEL)

The following ten standards will be used determine whether to award college credit to students for prior learning:

1. Credit or its equivalent should be awarded only for learning, and not for experience.
2. Assessment should be based on standards and criteria for the level of acceptable learning that are both agreed upon and made public.
3. Assessment should be treated as an integral part of learning, not separate from it, and should be based on an understanding of learning processes.
4. The determination of credit awards and competence levels must be made by appropriate subject matter and academic or credentialing experts.
5. Credit or other credentialing should be appropriate to the context in which it is awarded and accepted.
6. If awards are for credit, transcript entries should clearly describe what learning is being recognized and should be monitored to avoid giving credit twice for the same learning.
7. Policies, procedures, and criteria applied to assessment, including provision for appeal, should be fully disclosed and prominently available to all parties involved in the assessment process.
8. Fees charged for assessment should be based on the services performed in the process and not determined by the amount of credit awarded.
9. All personnel involved in the assessment of learning should pursue and receive adequate training and continuing professional development for the functions they perform.
10. 10. Assessment programs should be regularly monitored, reviewed, evaluated, and revised as needed to reflect changes in the needs being served, the purposes being met, and the state of the assessment arts.

¹ Taken from *Assessing Learning: Standards, Principles, and Procedures* (Second Edition) by Morry Fiddler, Catherine Marienau, and Urban Whitaker, 2006. Kendall Hunt Publishing Company.

Internship Grading

Grades for internships are determined by the evaluation completed by the course's instructor and from input provided on the evaluation forms completed by the internship onsite/field supervisor.

Independent Study Courses

A junior or senior (freshmen and sophomores are not eligible) who wishes to pursue an independent study of subjects not included in University course offerings must submit a written proposal and obtain recommendations for approval from the following:

- The student's academic advisor;
- The Instructor of Record of the Independent Study course; and

- The Chair of the academic department hosting the Independent Study Course.

If approved by the Dean of the host school, the Independent Study proposal with all required signatures accompanied by the course syllabus is forwarded to the Office of the University Registrar for inclusion with the student's academic records.

Directed Study Courses

A junior or senior (freshmen and sophomores are not eligible) who wishes to pursue a directed study of in-depth research must submit a written proposal and obtain recommendations for approval from the following:

- The student's academic advisor;
- The Instructor of Record of the Directed Study course; and
- The Chair of the academic department hosting the Directed Study Course.

If approved by the Dean of the host school, the Directed Study proposal with all required signatures accompanied by the course syllabus is forwarded to the Office of the University Registrar for inclusion with the student's academic records.

Note: Undergraduate students will not be approved for more than six (6) credits of Independent Study and/or Directed Study courses during their matriculation at the University.

Courses Completed in Transient Status

With prior approval, Clark Atlanta University students may enroll at other accredited colleges and universities to complete courses for degree credit. In such cases, each student must complete an Application for Transient Study prior to enrolling at the transient institution. To enroll in major courses and general electives, students' applications must be approved by the chair of the student's major department and the Executive Director of the Center for Academic and Student Success (CASS). To enroll in General Education Core courses, the student's application must be approved by the student's academic advisor and the Executive Director of the Center for Academic and Student Success (CASS). All courses completed in approved transient status will be posted to students' academic transcripts. Without prior approval, courses completed at other institutions of higher education will not be posted to the students' academic transcripts.

Students may not earn more than thirty (30) credits in transient status unless they have been enrolled in an approved study abroad program, in which case total transient credits cannot exceed forty-two (42). Courses completed in approved transient status do not meet the criteria of Clark Atlanta University's Repeat Course Policy. Total transfer credit, transient credit, and credit by examination may not exceed 90 credit hours.

Transient students are subject to all rules and regulations of the host institution. Only freshman and sophomore level courses (100 and 200) from two-year institutions will be approved for completion in transient status. Junior and senior level courses (300 and 400) will be approved for completion from four-year institutions. Students seeking transient status from Clark Atlanta University must adhere to the following procedures:

1. **Registration:** Complete the Clark Atlanta University Transient Permission Form obtained from the Office of the University Registrar.
2. **Advisement:** Obtain coordination signatures from the student's department chair or academic advisor for courses that are equivalent to Clark Atlanta University major and core curriculum courses.

3. **Approval:** Obtain the approval signature of the Clark Atlanta University Executive Director of the Center for Academic and Student Success (CASS) prior to enrolling at the transient institution.
4. **Transcript:** Transient students must submit an official transcript to the Office of the University Registrar immediately upon return to Clark Atlanta University.

Note: All final grades for the approved courses completed in transient status will be included in the student's the Clark Atlanta University grade point average.

Transient Courses Taken In Nontraditional Scheduling Patterns

- These courses will be included in the total number of allowable credit hours that may be earned in transient status (i.e., thirty [30] semester hours).
- Other courses taken in nontraditional settings (e.g., distance education) must have appropriate substitutes for the above contact hours. Students seeking approval to take such courses in transient status must provide documentation of the accreditation status of the institution offering the course as well as the equivalency of course to the University's offering.

Appeal of Academic Decisions

Students have the right to appeal decisions (e.g., *final grade appeals*) regarding their academic performance or an academic requirement. Before initiating an appeal, students should attempt to resolve the issues directly with the Instructor of Record of the course at issue. The student must initiate and document contact with the Instructor of Record not later than thirty (30) calendar days from the beginning of the academic term following that in which the course at issue was completed. The student's documentation should include the date, time, and place at which the contact with the Instructor of Record occurred and a description of the content of discussion. If the issues as discussed with the Instructor of Record cannot be resolved, students electing to appeal an academic decision must adhere to the following process and procedures:

- The student must submit a written statement of appeal along with supporting evidence (including the student's documentation regarding the date, time, and place at which the above contact with the Instructor of Record occurred and a description of the content of the content) justifying the grounds for the appeal to the Instructor of Record's department chair. The appeal must be submitted to the department chair not later than thirty (30) calendar days from the beginning of the academic term following that in which the course at issue was completed. Students not in residence should send their appeals by certified mail to the School Dean for disposition according to the following process and procedures.
- The department chair forwards
 - a. the student's written statement of appeal,
 - b. supporting documentation, and
 - c. progress toward resolution of the student's issues to the School Dean and the Instructor of Record.
- The School Dean may choose to appoint a Committee of the Faculty to
 - a. review the student's written statement of appeal and supporting documentation,
 - b. secure any additional relevant information from the student, and
 - c. examine evidence and other information that the Instructor of Record may wish to offer to the Committee. The Chair of the Committee of the Faculty forwards a letter of recommendation to

the School Dean, who sends a letter to the student, the Instructor of Record, the Department Chair, and the Chair of the Committee of the Faculty documenting the School Dean's decision. The School Dean should send a certified letter to students not in residence.

- The student may appeal the decision by the School Dean to the Provost and Vice President for Academic Affairs who may elect to submit the student's appeal to the Academic Council for recommendations. The Provost and Vice President for Academic Affairs will notify the student by certified letter of his/her decision and will forward copies of the letter to the School Dean, the Chair of the Committee of the Faculty, the Department Chair, and the Instructor of Record. The decision of the Provost and Vice President for Academic Affairs is final and may not be appealed.

Appeal of Academic Policies

Undergraduate students may appeal academic policies that adversely affect their academic outcomes by submitting a written request for relief to the Executive Director of the Center for Academic and Student Success (CASS). The student's appeal must state

1. the specific policy and the policy's impact,
2. the desired relief, and
3. the justification for seeking the desired relief.

Students not in residence should send appeals by certified mail to the Executive Director of the CASS. The Executive Director of the CASS will forward student appeals and supporting documentation to the UCAC for recommendations concerning disposition.

The Executive Director of the CASS will submit recommendations from both the Executive Director and the Undergraduate Council of the Academic Council to the Provost and Vice President for Academic Affairs for approval. Within thirty (30) calendar days of the undergraduate student submitting his/her appeal, the Provost and Vice President for Academic Affairs will forward his/her decision to the student in a certified letter with copies to the Executive Director of the CASS and the student's School Dean and Department Chair. Prior to notifying the student, the Provost and Vice President for Academic Affairs may elect to submit the student's appeal to the Academic Council for recommendations. The decision of the Provost and Vice President for Academic Affairs is final and may not be appealed.

Online Learning Policy

Clark Atlanta University (CAU) is committed to expanding the institution's capacity to provide high-quality learning experiences through the implementation of online learning. CAU offers online courses through asynchronous and synchronous instruction in which students can access courses from anywhere high-speed internet accessible. Delivery of all online instruction is through the University's Learning Management System (LMS)-CANVAS. The Office of Information Technology and Communications (OITC) and Office of Online Learning and Continuing Education (OLCE) are jointly responsible for providing technical assistance to support the online course delivery infrastructure. The CAU Center for Innovative Teaching, Learning, and Engagement (CITLE) provides support for instructional design.

CAU was approved to offer online degrees and courses by the Southern Association of Colleges and Schools Commission on Colleges (SACS-COC) and the National Council for State Authorization

Reciprocity Agreements (NC-SARA). As such, these bodies govern our implementation policy and procedures.

The purpose of this document is to establish clear and commonly understood definitions related to Online Learning at CAU. These definitions are informed by SACS-COC, NC-SARA, as well as related CAU policies articulated in the Faculty Handbook, Academic Undergraduate and Graduate Catalogs, and the Curriculum Review Approval Process.

General Terms and Definitions for Online Learning

In its policy statement, SACS-COC defines Distance Education as a formal educational process in which the majority of the instruction (interaction between students and instructors and among students) in a course occurs when students and instructors are not in the same place. Instruction may be synchronous or asynchronous using a variety of communication technologies.

Clark Atlanta University uses the umbrella term Online Learning for all educational processes related to Distance Education. Courses and programs are approved for delivery via Online Learning using the University's Curriculum Review Approval Process. Online Learning courses are classified as Fully or Partially Online and are coded in Banner Web. To ensure that all students are afforded a quality learning experience, only faculty who have successfully completed the CAU Online Teaching Certification course (tTech) are permitted to be assigned to teach in Fully Online courses and/or programs which is managed through the OLCE and CITLE offices.

University Policy on Determining Credit Hours Awarded for Online Courses and Programs

The CAU policy on determining credit hours awarded for courses and programs stipulates that a standard three (3) semester credit hour course includes at least forty-five (45) contact hours per semester plus additional hours outside of the classroom. This policy informs the definitions of Fully and Partially Online courses and programs.

Online Courses

A Fully Online course is one in which 90% or more of the instruction and interaction occurs via online modalities with the faculty and students physically separated from each other. Based on this policy, a course classified as Fully Online could not have more than four and a half (4.5) hours of face to face contact. In practice, the face to face contact occurs as an extended half-day seminar on the weekend or up to five (5) fifty (50) minute class sessions spread out over the semester. Fully Online courses are coded with section numbers that begin with the number nine (9).

A Partially Online course is one in which 51% – 89% of the instruction and interaction occurs via online modalities with the faculty and students physically separated from each other. Based on this policy, a course classified as Partially Online could not have more than twenty-two (22) hours of face to face contact. In practice, the face-to-face contact occurs as a series of three weekend seminars or a maximum of twenty-two (22) fifty (50) minute class sessions spread out over the semester. Partially Online courses are coded with section numbers that begin with the number eight (8).

Online Programs

A Fully Online program is one in which 100% of the courses required for completion are classified as Fully Online. Programs classified as Fully Online may leverage the available face to face contact hours from all of the courses in the program to schedule a series of weekend seminars or

an extended residency on campus (such as a summer residency). Fully Online Programs will be coded in Banner Production by program with the letter (O).

A Partially Online program is one in which more than 50% of the courses required for completion are classified as Fully Online. Programs classified as Partially Online may leverage the available face to face contact hours from all of the courses in the program to schedule a series of weekend seminars or an extended residency on campus (such as a summer residency). Partially Online Programs will be coded in Banner Production by program with letter (P).

Student Resources and Guidelines

Student Complaint Process for Online Courses and Programs

Student complaints are handled through one of two procedures depending on the nature of the complaint. If the matter is **academic** in nature, the student should follow the stated academic complaint procedures. If the matter is **non-academic or grade** related, the student should follow the stated non-academic complaint procedures.

The CAU Online Learning and Continuing Education (OLCE) Office will not allow any form of retaliation against individuals who file a complaint, or who cooperate in the investigation of such reports. To the extent possible, the confidentiality of the reports will be maintained.

Academic Complaint Procedures

An academic student complaint is any non-civil rights related complaint generated by an individual student concerning the work-related activities of any faculty member (such as grade disputes).

Students who wish to lodge a complaint about a grade should follow the **Grade Appeal Policy** included in the Student Handbook.

Students wishing to lodge a complaint that is not related to a grade dispute but that is academic in nature should follow the procedures outlined below:

- Student must initiate a conference with the instructor with whom they have a complaint no later than two weeks after the relevant incident/dispute. Conferences can be via phone, Zoom, or some other communication channel established by the instructor.
- If the conflict is not resolved in the conference between the student and instructor, the student, may choose to pursue the matter further, by forwarding a summary of their complaint and the initial conference to the Online Learning and Continuing Education (OLCE) using the CAU Online Learning Complaint Form. (<https://forms.office.com/Pages/ResponsePage.aspx?id=1TgvqsbHkESoOC36ntbi8Jj0Dz997URAtDq85AsT47VUQjA1R1I5TIIBTDraNZASoVVFQzBUNTFaVS4U>) (click to access form).
- Within five business days of receiving the written documentation of the complaint, a representative of the OLCE office will convene a meeting with the student and instructor via a telephone conference following any necessary investigation prior to the meeting to include consultation with the department and academic school. The OLCE representative will render a decision taking all relevant factors into consideration.
- If the student or instructor is unsatisfied with the results of the meeting with the OLCE representative, either party may request a review of the complaint by the Associate Provost (AP - OLCE) for Online Learning and Continuing Education. At that time, the formal written complaint and the instructor's written statement of facts as he/she understands them will be submitted to the AP - OLCE. Within one week of the receipt of the applicable documentation, the AP - OLCE shall appoint an ad hoc committee to include representatives from various academic offices, who will consider the written appeal from the OLCE representative via conference call or through an electronic medium. After careful deliberation and consideration, the committee will recommend to the AP - OLCE what should be done in the case.

he/she understands them will be submitted to the AP - OLCE. Within one week of the receipt of the applicable documentation, the AP - OLCE shall appoint an ad hoc committee to include representatives from various academic offices, who will consider the written appeal from the OLCE representative via conference call or through an electronic medium. After careful deliberation and consideration, the committee will recommend to the AP - OLCE what should be done in the case.

- The AP - OLCE will make a recommendation to the Provost for a final decision taking all relevant factors into consideration.

Non-Academic Complaint Procedures

A non-academic student complaint may be a complaint related to civil rights, services, violation of FERPA Regulations, or other complaints not academic in nature. If a student has a complaint, he or she should initially attempt to resolve that issue with the other person(s) involved no later than two weeks after the relevant incident/dispute. If the student is not satisfied with the outcome of that attempt, then he or she should submit a formal complaint, within ten (10) business days after the attempt to resolve the issue, by following the steps outlined below:

- To file a formal complaint, the student must submit a summary of their complaint a to the OLCE office (Click here to access the CAU Online Learning Complaint Form (<https://forms.office.com/Pages/ResponsePage.aspx?id=1TgvqsbHkESoOC36ntbi8Jj0Dz997URAtDq85AsT47VUQjA1R1I5TIIBTDraNZASoVVFQzBUNTFaVS4U>)).
- Within five business days of receiving the written documentation of the complaint, a representative of the OLCE office will convene a meeting with the student and instructor via a telephone conference following any necessary investigation prior to the meeting to include consultation with the department and academic school. The OLCE representative will render a decision taking all relevant factors into consideration.
- If the student or instructor is unsatisfied with the results of the meeting with the OLCE representative, either party may request a review of the complaint by the Associate Provost (AP - OLCE) for Online Learning and Continuing Education. At that time, the formal written complaint and the instructor's written statement of facts as he/she understands them will be submitted to the AP - OLCE.
- Within one week of the receipt of the applicable documentation, the AP - OLCE shall appoint an ad hoc committee to include representatives from various academic offices, who will consider the written appeal from the OLCE representative via conference call or through an electronic medium. After careful deliberation and consideration, the committee will recommend to the AP - OLCE what should be done in the case.
- relevant factors into consideration.

State Agency Complaint Process

If the institutional procedure has been utilized with no resolution, the student may file a complaint with the State and/or Regional Accrediting Agency. Contact information for these agencies is available on the CAU website. Click here to access the Contact Information (http://www.cau.edu/studentaffairs/_includes/images/files/State%20Agency%20Student%20Complaint%20Process.pdf).

Library Resources

The Atlanta University Center (AUC) Woodruff Library supports all institutions of the AUC. For Clark Atlanta University (CAU) students and faculty conducting research, teaching, and learning off-campus or online,

a wide variety of resources and services equivalent to the in-person experience is provided. Current information for faculty and students is always available on the Library's virtual guide (<https://www.auctr.edu/exhibits/your-connection-to-virtual-services-and-resources/>).