

Communication

- Check your A-State Student E-mail often, as this is the main form of communication for your online courses. Furthermore, this is the only email address utilized for official university correspondence.

Course Access

- Courses must be paid for in full by payment deadline. Payment deadlines are scheduled before the start of courses and can be found here: [degree.astate.edu/calendar.aspx](http://degree.astate.edu/calendar.aspx) - A-State Online Students are not eligible for university payment plans.
- Students will have access to the course on the Monday prior to the week of the course start date (Pre-Release week).
- Students will not be allowed to begin their course until it is paid. Even if the financial aid process is in progress. You must pay for your course by the tuition deadline if your financial aid has not arrived. No exceptions can be made to this policy.

Portfolio- for College of Education A-State Online Programs

- Your electronic portfolio is completed in Live Text. Portfolio needs to be worked on throughout your program and will be submitted prior to the start of your internship or Labs.
- This does not apply to MSE in Theory and Practice, MSE in Reading, or MS in Sport Admin or other degree programs not housed in the College of Education and Behavioral Sciences at Arkansas State University.

Course Drop/Withdrawal During Scheduled Refund Period:

- Students may drop a course on-line in the same manner they registered for the course by clicking on ‘drop’ beside the correct CRN number unless it is their last course in a semester in that case you will need to email [apartnershipregistrar@astate.edu](mailto:apartnershipregistrar@astate.edu) to drop.
- Students may drop a course up through the following refund schedule for a refund:

Refund Rate	15-Week Courses	7-Week Courses	5- Week Courses
100%	1 <sup>st</sup> 5-days (days 1-5)	1 <sup>st</sup> 2-days (days 1-2)	1 <sup>st</sup> 2-days (days 1-2)
75%	2 <sup>nd</sup> 5-days (days 6-10)	2 <sup>nd</sup> 2-days (days 3-4)	2 <sup>nd</sup> 2-days (days 3-4)

*\*the above refund schedule starts for fall 2014 courses. Business days are used for the refund schedule.*

- If a student is unable to process the drop online through self-service, then an email must be sent from the student’s Arkansas State University student email address the A-State

## A-State Online Academic Policies - Arkansas State University

Online Services Registration Team at [apartnershipregistrar@astate.edu](mailto:apartnershipregistrar@astate.edu) no later than 11:59:59 p.m. on the day according to the refund schedule above.

### Course Drop/Withdrawal with Financial Obligations

- Students may continue to drop their course until the last day-to-drop a course, but will have the full financial obligation of the course and will **not** receive a refund.
- Students will have to pay additional tuition when they attempt the course again in the future.

### Course Drop Deadline

- Students may drop a course through the end of the last day-to-drop a course.
- Students have until 11:59:59 p.m. on the last day –to- drop a course.
- The Last day-to-drop a course can be found here: [degree.astate.edu/calendar.aspx](http://degree.astate.edu/calendar.aspx)
- If the student is unable to process the drop online through self-service, then an email must be sent from the student’s Arkansas State University student email address to the A-State Online Services Registration Team at [apartnershipregistrar@astate.edu](mailto:apartnershipregistrar@astate.edu) no later than 11:59:59 p.m. on the last day-to-drop a course.
- Students who drop a course after the first day of class up until the last day-to drop, will receive a grade of ‘W’.
- Students who drop a course will have to pay additional tuition when they attempt the course again in the future.

### Program Drop/Withdrawal

- Students may discontinue or drop from an A-State Online Program according to drop dates listed here: - [degree.astate.edu/calendar.aspx](http://degree.astate.edu/calendar.aspx)
- Students who wish to be completely withdrawn from their program will need to send an email from their Arkansas State University student email address to the A-State Online Services Registration Team at [apartnershipregistrar@astate.edu](mailto:apartnershipregistrar@astate.edu)
- Students who send requests from other email accounts will be instructed to resend from their official University email account.
- Students who drop completely will need to re-apply to their program if they plan to return.
- Students who drop during the scheduled refund period will be eligible for a refund on that course.

### Non Attendance/No Participation

- Active participation and completion of assignments early in A-State Online Program courses is critical because of the accelerated course schedule.

- Faculty are asked to assign a grade of WN (withdrawal for non-attendance) to students who have never attended a single class during the open and close period for WN grading which is communicated by administration to the faculty.
- WNs can only be assigned for students who have never accessed a Blackboard course after the start date. Students who have accessed a Blackboard course at any time once the term has begun are NOT eligible for a WN even if they have not completed any assignments. These students must complete the normal drop or withdrawal process.
- The WN grade removes all financial obligations associated with the course.
- Students are responsible for dropping/withdrawing from all classes they are not attending. **Students should not depend on the University to assign a grade of WN.** Students should review their schedule of classes using Self Service to make sure their enrollment is accurate. Students who find a mistake need to contact the A-State Online office for proper procedures immediately upon discovery. It is the student's responsibility to make sure their transcript is an accurate reflection of the student's registration and participation in the course(s) at A-State.
- To be reinstated to a class after being dropped for non-attendance please email your instructor who can contact A-State Online services on your behalf if they feel you should be reinstated.
- WN grades may not be appealed after the close of the term in which the WN grade was issued.

### Deadlines

- Due to the fast paced nature of the courses in the program, all deadline dates will be strictly observed. There will be no exceptions to the deadline dates. Deadline dates are published on the Academic Calendar found on the Academic Partnership website at - [degree.astate.edu/calendar.aspx](http://degree.astate.edu/calendar.aspx)

### Incomplete Grades

- Incomplete Grades can only be assigned by the instructor. The Incomplete Grade (I Grade) must be completed no later than **60** calendar days from the submission of the incomplete grade. Students who do not complete the work in the 60 day time period will receive an F in the course.

### Graduate Academic Standing – Suspension

#### SUSPENSION

Any graduate student who receives a grade of "F" in any graduate-level course will be ineligible to register for further graduate work. A grade of "I" will be converted to "F" if it is not removed before the last day to withdraw during the next semester in which the student is enrolled at the university or within one calendar year if the student does not enroll.

#### READMISSION OF SUSPENDED STUDENTS

After one regular semester or full summer in suspended status, students may be readmitted on probation, but only upon recommendation of their adviser and department chair and with the approval of the dean of the Graduate School. Readmission to Graduate School does not imply readmission to a particular degree program. The student must reapply to the program.

#### Graduate Academic Standing – Academic Probation

Any graduate student whose cumulative GPA on all courses taken for graduate credit falls below 3.00 at the end of a semester will be placed on probation. Students may be removed from probation by raising their cumulative GPA to 3.00 or better at the end of a semester. Failure to make a grade of "B" or better in each course taken while on probation will result in suspension from further graduate work. A graduate student on probation may not hold an assistantship and is not eligible for graduation. If you make a "C" while on probation and in the middle of a semester you can still be put on suspension.

#### Graduate Good Academic Standing

- Students who are placed on Academic Probation will be placed back in Good Academic Standing at the end of the semester if their cumulative grade point average is 3.000 or higher.
- Suspended students may apply for readmission to the Graduate School and their graduate program after one semester of suspension.

#### Undergraduate Academic Standing

-Undergraduate Academic Standing policy can be found in the Undergraduate Bulletin: <http://www.astate.edu/a/registrar/students/bulletins/index.dot>

#### Final Grading Policy

- Final grades will be available on the student's transcript within 2 weeks after the course ends. Once grades are available, an email will be sent to the student's ASU email account with instructions on ordering a transcript.
- Assignments, quizzes, exams, and other graded work required of students shall not be due after the course end date. Students may not submit work for a grade after the course end date.

#### Incorrect/Grade Change

- Students who feel the grade received on a course is incorrect or does not match the grade shown in blackboard will need to contact the Course Instructor.

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- If the instructor determines a grade is incorrect, a Grade Change Form will be completed and signed by the Instructor, Chair, and Dean of the department. Forms are sent to the Registrar's Office for processing.
- Students will need to check their transcript in Self-Service to confirm this change has been completed.

### Major Change/Academic Program Change

- After completing the online change of major form found here, [https://secure.astate.edu/change\\_of\\_program/](https://secure.astate.edu/change_of_program/) admissions will verify documents and make the change or request additional information.
- Students cannot "change" their major by contacting their Academic Assistant, or instructor of their course.
- Admissions will notify the student of documents that are needed to make an admission decision.

### Course Load

- 5 week courses
- 2 Courses per 5 week term
- 7 week courses
- 2 courses per 7 week term
- 7 week undergraduate courses
- 3 courses per 7 week term

*\* Students are advised not to 'double up' (take two courses) during the same 5 week period due to the rigorous nature of the course work and the other obligations most students have with their jobs.*

- Students will not be allowed to register for additional or other courses outside of their specific A-State Online Program.
- Students not enrolled in an A-State Online Program will not be able to register for A-State Online courses unless otherwise allowed through a specified available companion section.

### Graduation

- Students who are on track to complete their program will be given a permit to register for their last course by the academic department of the degree.
- Portfolios will be due usually a month prior to the start date of the last course.
- Students will be sent graduation information once they have registered for their last course.

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- Students will be required to complete an “Application/Intent to Graduate” form which is found in the student’s banner self-service.
- Students will be required to pay the non-refundable Graduation fee.
- Students will be charged another Graduation fee if they change terms of graduation once the intent to graduate is filed.
- Students will be given the option to walk at the Graduation ceremony; however, if final grades are not in at the time of Graduation, a diploma will not be distributed that day. The diploma will be mailed to the student once final grades are in and verified.