Concordia University is a Lutheran higher education community committed to helping students develop in mind, body, and spirit for service to Christ in the Church and the World.

**DUAL CREDIT HANDBOOK**

Concordia’s Dual Credit program is managed by the Office of Continuing and Distance Education (OCDE). The OCDE handbook contains ALL policies related to Dual Credit and online learning. This Dual Credit handbook serves as a supplement to the OCDE handbook highlighting specific Dual Credit policies.

**ACCREDITATION**

Concordia is accredited by the Higher Learning Commission of the North Central Association of Colleges.

**LOCATIONS**

Concordia operates two residential campuses in Wisconsin and Michigan, 9 satellite center campuses, and an online learning community reaching students worldwide, with one president and governing body presiding over all.

**GOALS FOR CONCORDIA DUAL CREDIT**

Concordia offers Dual Credit courses to:

- Help fulfill the Concordia University mission.
- Provide greater accessibility to higher education.
- Facilitate enhanced partnerships with the high schools.
- Ease the student transition to higher education.
- Deliver honors options for high school students.

**STRUCTURE OF COURSES**

- All course syllabi and instructors are approved by Concordia University program directors.
- Students are high school students from Christian, private, public and home school environments.
- Courses are not self-paced but have weekly deadlines. Fall and spring courses follow the 15-week traditional undergrad student calendar. Summer online courses are condensed into a 10-week schedule.
- Online courses have only high school students enrolled and are typically capped at 15 students.

**COURSES OFFERED**

The Dual Credit webpages (CUAA Dual Credit  CUW Dual Credit) show current online course descriptions.

- History  Management  Pharmacy  Education  Marketing  Computer Science  Government  Business Writing

Students attending on campus classes may also choose from science, math, theater, and foreign language. Course offerings vary each term based on demand.

**DUAL CREDIT COURSE FORMATS**

Concordia’s program provides high school students the opportunity to earn college credits in a variety of formats.

- **Online**: Students are led by an instructor through readings, videos, assignments, and discussions using learning management software. Students have weekly deadlines but may login anytime during the week.
- **Blended**: High schools with highly qualified teachers who are approved as adjunct instructors, may offer Concordia’s online courses in a face-to-face setting at the high school taught by the high school teacher.
- **Face-to-face**: Students may take an undergraduate course in person at either the WI or MI campus.
ADMISSIONS

ADMISSION REQUIREMENTS
Concordia’s Dual Credit courses are designed for honors-level high school students. Students should consider whether they have the self-discipline, motivation and time required to complete college-level coursework.

- Individual high schools may use higher requirements and may limit which courses students may take.
- Dual Credit acceptance does not guarantee subsequent undergraduate acceptance at Concordia.

Minimum Dual Credit requirements:
1. 3.0 grade point average in high school classes.
2. ACT composite 23 or SAT CR + M test 1050.
3. Students must be of traditional high school age.
   a. Traditional undergraduate students are not eligible to take Dual Credit courses.
   b. Typically juniors and seniors enroll but advanced freshmen and sophomores may be admitted.
   c. Seniors MAY enroll in a summer course the summer following their high school graduation.

ADMISSION DEADLINES
- Fall courses run late August to mid-December. Register by July 1.
- Spring courses run late January to mid-May. Register by December 1.
- Summer courses run mid-June to mid-August. Register by May 1.

Exact dates will be listed on the Concordia’s Dual Credit Website or can be requested from dualcredit@cuw.edu.

ADMISSION PROCESS
Direct admissions questions to the admission counselor at dualcredit@cuw.edu.

Step 1: New Dual Credit Applicants
New students must first create a Future Falcon (all others) or Future Cardinal (students in MI) account. Go to https://online.cuw.edu/dual-credit-application. Choose MICHIGAN or ALL OTHER based on your state. Choose the NON-DEGREE option for Dual Credit from the options listed.

Step 2: Course Enrollment Form (Formerly the Preliminary Agreement)
1. The student downloads the Course Enrollment Form. Students may sign-up for one or multiple semesters.
2. Student/Parent Section: The student completes this section, prints the form, adds student AND parent signatures, and gives the printed form to the high school representative.
3. High School Section: The high school representative (the parent if a homeschool student) completes the school portion, scans, and emails the form to the admission counselor at dualcredit@cuw.edu.
   a. For new students, the high school rep will include a copy of the student’s high school transcript.
   b. For homeschooled students, a parent is the high school representative and will send a transcript.
4. The university will notify students if acceptance is granted or not.

Step 3: Online Orientation Course (New students only) The Online Student Orientation Course is required for all first-time students. The zero credit, no-cost, self-paced, 2-3 hour course will give students success tips for online learning and practice navigating the Learning Management Software, Blackboard.
   - The student will be emailed login credentials for the orientation course.
   - The course must be completed before enrollment in a Dual Credit class.
   - The course may be completed in one sitting or in saved increments.
   - After orientation completion, the advisor will enroll the student in a Dual Credit class.

COURSE LOAD
- Students can take up to 6 credits each semester (unless an exception is granted by the director).
- The Concordia Promise scholarship funds a student for a maximum of 36 credits.

INTERNATIONAL STUDENTS
Students enrolled in an international high school or in a U.S. high school as international student MAY enroll in Dual Credit courses. However, if the student pursues future undergraduate enrollment, international students must meet additional admission requirements. Contact the Concordia International Center for more information.
TIPS FOR SUCCESS and GETTING HELP

Students should follow these tips to enhance their online learning experience.

1. **Check your CUW or CUAA email 4-5 times per week**
   All communication from the instructor, advisor, and Concordia offices will be through Concordia email.
   a. The email address will typically be assigned as: first.last@cuw.edu or first.last@cuaa.edu
   b. An initial password will be sent to the student’s personal email.

2. **Submit all required assignments by the assignment deadline**
   Students are expected to submit all required assignments by the posted deadline. Skipped or late assignments will result in grade reductions and will diminish the effectiveness of the course.

3. **Viewing Grades**
   a. **Current Course Grade** In the Blackboard left menu pane, click MY GRADES.
   b. **Final Grade(s)** Final grades can be viewed on the portal 7-10 days after the course completion date. Login to the portal (my.cuw.edu or my.cuaa.edu) and click the Student tab.
      • Use the Student Grades channel (in the left column) to view course grades. –OR–
      • Use the Banner Self-Service channel (middle column). Click Student>Student Records>Final Grades.

4. **Archive (Backup) Your Work**
   Students are encouraged to save a backup copy of coursework and syllabus on a USB drive, iCloud, or Google Drive. Documents may be needed in later years for portfolios or capstone projects.

5. **Address your instructor as "Professor" or "Doctor"**
   Please use the instructor’s formal title unless instructed to use another title in the course introduction. Instructors with a Ph.D., Ed.D. or Phar.D. are Doctors.

6. **Concordia’s Learning Resource Center** offers these free resources to assist online students:
   a. **The OWL – Online Writing Lab:** Concordia’s Writing Center offers writing consultants who can help proofread, MLA or ALA citations, and improve the structure of student papers. It usually takes 3-5 days for a consultant to review your writing and respond.
   b. **Smarthinking online tutoring:** Smarthinking connects students to live educators for free online tutoring 24 hours a day. Click on the TUTORING RESOURCES link in Blackboard’s left menu pane of your course.
   c. **Disability Support Services - Learning Accommodations:** Students with a diagnosed learning or physical disability or impairment must contact Disability Support Services to request course accommodations. The student will submit documentation related to the requested accommodations. If approved, the Director will provide the student with a letter explaining accommodations which the student may share with the instructor. Accommodations only become active if the student chooses to share the letter with his/her instructor(s). Accommodations cannot be applied retroactively.
      • For online courses contact CUW: dss@cuw.edu or 262-243-4299.
      • For face-to-face CUAA courses contact: ARC@cuaa.edu or 734-995-7460.

7. **Library**
   Some Dual Credit courses will require a student to access online databases or journal articles using a Concordia library login. For library login assistance contact the online advisor, Jessica.Valdes@cuw.edu or Karen Nowak, Coordinator of Library Services, karen.nowak@cuw.edu or 262.243.4379.
   For detailed library help, refer to the Library Handbook for Off-Site Students.

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**Students with a @cuw.edu email, use:**

Rincker Memorial Library (CUW)
Phone: 262.243.4330
Portal: my.cuw.edu (click the Library tab)

**Students with a @cuaa.edu email, use**

Zimmerman Library (CUAA)
Phone: 734.995.7454
Portal: my.cuaa.edu (click the Library tab)
THE CONCORDIA PORTAL

The portal is a single sign-on system giving students access to a webpage with links to campus resources. 
Links are provided for **Billing, Transcripts, Blackboard, Library, and Email** through the portal.

- Students with a @cuw.edu email use:  **my.cuw.edu**
- Students with a @cuaa.edu email use:  **my.cuaa.edu**

  - The username is the student ID (FOO+6 digits) number. The password will be emailed to the student.
  - For password help, go to **my.cuw.edu** or **my.cuaa.edu** and click the link for **Trouble Logging In**

ACCESSING A COURSE IN BLACKBOARD LEARN *(Concordia’s learning management system)*

All course content, grades, and postings are managed through online Blackboard software. Students must be enrolled in a course (by the advisor) to view the course content.

Blackboard works best with Google Chrome or Mozilla Firefox.

Students access the Blackboard main page in two ways:

- **Directly**: [http://concordia.blackboard.com](http://concordia.blackboard.com)
  
  Click the BLACKBOARD SINGLE SIGN-ON button.

- **Portal**:  **my.cuw.edu** or **my.cuaa.edu**

  Click the STUDENT tab and find the BLACKBOARD ACCESS channel.

  Click the sign in link shown in the channel.

Students will login using their username (FOO) and password that was emailed to them.

This opens the Blackboard MY INSTITUTION page for the student.

**How to find and open a Dual Credit course**

1. All online courses (current and past) taken by a student will be viewable in Blackboard for 2 years.
   - Option 1: On the MY INSTITUTION tab, locate the MY COURSES section.
   - Option 2: On the Blackboard MY INSTITUTION page click COURSES in the top gray menu bar.

2. Click on the course name to open the course.

**How to use the course menu (left menu pane in a course)**

- **SYLLABUS**: To view or download the course syllabus. Read the syllabus before starting the course.
- **HOME PAGE**: The landing page for a course showing announcements and instructor contact info.
- **CONTENT** *(use this item most often)*: Access to all the units and course content
- **DISCUSSION**: Used to post discussion threads and respond to posts of the instructor or other students.
- **TOOLS**: View additional tools like Collaborate, Calendar, Blogs, and Wikis available in Blackboard.
- **TUTORING RESOURCES**: Link to the free Smartthinking tutoring website.

BLACKBOARD SUPPORT

- **Phone Support**: Call Concordia’s Blackboard Support at 262.243.4327 (option 1) or 888.377.7447.

<table>
<thead>
<tr>
<th>Hours:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon, Fri  8:00am -- 4:30pm (Central time)</td>
</tr>
<tr>
<td>Tue, Wed, Thur  8:00am -- 8:00pm (Central time)</td>
</tr>
</tbody>
</table>

Team members may be able to troubleshoot issues immediately over the phone. If no answer, please leave your name, phone number, student ID (FOO) number, and your issue. A return call will be provided.

- **Email Support** Submit Blackboard help requests by email to **blackboardsupport@cuw.edu**.

- **HELPSPOT**  **helpspot.cuw.edu**

  HelpSpot provides how-to videos, documents and help forums related to:

  - Accessing CU Systems
  - Blackboard Learn
  - Online Learning
  - Password Change
  - Mobile Devices
  - Student Email

  Students may submit help requests, or check the status of a previous help request, on the HelpSpot page.
FINANCES

TUITION PAYMENT
Self-paying students will be billed by the University for Dual Credit courses AFTER the course begins. Concordia will work to secure funding from the state for WI or MI state funded students. The Concordia Promise Scholarship may take several days to be credited AFTER enrollment in the course.

- **Account Balance and Payment History**: On the portal under the Student tab, check the My Statement channel to view your account balance and your statement and payment history.
- **Payments**: Student can pay online using the Portal and the Pay Your Bill Online channel.
  - Debit/credit: (Visa, MasterCard, Discover), please allow 2-3 business days to post.
  - Phone: You may pay by phone at 262-243-4360. Payments are posted within 24 hours.
  - Check by Mail: Please include your student ID (FOO) number and the course name(s) on the check, and mail to: Cashier’s Office at 12800 North Lake Shore Drive, Mequon, WI 53097.
- **Overpayment**: For reimbursement of a balance, email cashrelease@cuw.edu or call 262.243.4318.

1098T-FEDERAL TAX FORM
Concordia provides a 1098T form for each tuition-paying student showing tuition paid for courses taken in the previous calendar year. Families should consult a tax professional to determine if they have a tax benefit.

TUITION RATES AND DISCOUNTS
The Dual Credit program charges a reduced tuition rate of $150 per credit (2018-19 school year). Students may qualify for one of these programs to reduce the cost:

- **Concordia Promise Scholarship**: Students enrolled in Christian high schools or homeschool environments (who are not eligible for state or district funding) qualify for the Concordia Promise scholarship reducing the cost to $50 per credit. The Concordia Promise scholarship funds a student for a maximum of 36 credits.
- **State Funding**: Students in Wisconsin and Michigan may be eligible for state or district funding to fully cover the cost reducing the tuition cost to $0.
- **Concordia Promise Plus**: The Concordia Promise Plus is awarded to Concordia Promise students who enroll at Concordia Mequon or Ann Arbor after high school. The grant-back program credits former Dual Credit Promise students the Dual Credit tuition paid while in high school (up to $50 per credit).

TECHNOLOGY PURCHASE DISCOUNT
Dual Credit students qualify for technology hardware and software purchase discounts.
Links for Dell, Apple, WAICU, and the Academic Superstore are posted on the Portal under the STUDENT tab.

- Example: Students may be able to purchase Microsoft Office Pro 2016 for as low as $30.

DROP/WITHDRAWAL and REFUND POLICY
Students should consult with their OSSA online student success advisor BEFORE requesting to drop or withdraw. A drop/withdraw cannot be overturned.

- **Student initiated request**: Both the student and the student’s high school representative must verify a request for withdrawal through the student success advisor (Jessica.Valdes@cuw.edu).
- **Administrative Withdrawal**: A student may be administratively withdrawn from a class for disciplinary reasons OR if absent for 3 weeks (no assignments or discussion posts made).

Refund Policy: Students who drop a class will receive a pro-rated refund according to this schedule:

<table>
<thead>
<tr>
<th>Before Day</th>
<th>Week 1</th>
<th>Week 2</th>
<th>Week 3</th>
<th>Week 4</th>
<th>Week 5</th>
<th>Wk 6-10</th>
<th>Wk 11-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% refund</td>
<td>80% refund</td>
<td>75% refund</td>
<td>60% refund</td>
<td>40% refund</td>
<td>20% refund</td>
<td>0% refund</td>
<td>0% refund</td>
</tr>
<tr>
<td>No transcript</td>
<td>‘W’ grade</td>
<td>‘W’ grade</td>
<td>‘W’ grade</td>
<td>‘W’ grade</td>
<td>‘W’ grade</td>
<td>‘W’ grade</td>
<td>‘F’ grade</td>
</tr>
</tbody>
</table>

A ‘W’ grade (Withdraw) shows on the transcript but is NOT counted in the college GPA.
An ‘F’ grade shows on the transcript and WILL be counted in the college GPA.
POLICIES

Students are to comply with the entire Code of Student Conduct. These are the policies related to Dual Credit.

ACADEMIC INTEGRITY POLICY

Concordia University expects all students to display honest, ethical behavior at all times and under all circumstances. Academic dishonesty is defined as follows:

- **Cheating:** includes, but not limited to: a) the use of unauthorized assistance in taking any type of test or completing any type of classroom assignment; b) assisting another student in cheating on a test or class assignment, including impersonation of another student.
- **Plagiarism:** includes, but not limited to: a) failure to give full and clear acknowledgement of the source of any idea that is not your own; b) handing in the same assignment for two different courses without the consent of the instructors.
- **Fabrication:** the forgery, alteration, or misuse of any University document, record, or instrument of identification.
- **Academic Misconduct:** intentionally interfering with teaching, research, and/or other academic functions.
- **Sanctions:** Faculty members who find evidence of academic dishonesty have the discretion to determine the penalty. Penalties can include a grade reduction or removal of the student from the course. Stronger penalties including suspension or expulsion from the university. Additional sanctions will be imposed when a student is found to have violated the academic integrity policy more than once; these sanctions.

ATTENDANCE

Class attendance is counted each time a student posts an assignment or discussion item in Blackboard. Logging into a course, without posting activity, does not qualify as attendance.

- **Attendance expectations:** Our online courses do not have specific times for students to be logged on but students are expected to be active in a course 4-5 days per week.
- **Vacations and Breaks:** Students are expected to submit work even if the high school breaks or family vacations do not match the course schedule. Students should communicate any requests for scheduling accommodations directly to the university instructor in advance.

CONCORDIA PROMISE PARTNER SCHOOLS

Christian high schools who have students participating in Dual Credit are considered Promise Partner Schools. Concordia will periodically offer Partner Schools access to professional development, leadership summits for high school students, and access to Concordia’s free non-credit online courses which focus on the interests of high school students, teachers, parents, and administrators.

DISABILITY POLICY

In accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Vocational Rehabilitation Act of 1973, individuals with disabilities are protected from discrimination and assured services and accommodations that provide equal access to the activities and programs of the university. Students with a documented disability who require accommodation in order to obtain equal access to this course should inform the instructor, and must also contact Disability Support Services: Mequon: dss@cuw.edu, (262)243-4299, or www.cuw.edu/dss
Ann Arbor campus: ARC@cuaa.edu (734)995-7327 or www.cuaa.edu/arc

COURSE EXTENSIONS

If a student is unable to submit work due to an extended illness or hospitalization, an extension of up to one week may be granted at the discretion of the instructor. A written medical excuse may be required. No extension will be granted past December 31 for fall term, June 30 for spring term, or August 31 for summer.

- Extensions MUST be requested from the instructor prior to the scheduled end of the course.
- A course may not be dropped during an extension.
FERPA and PRIVACY  (The Federal Family Educational Rights and Privacy Act)

Dual Credit students are considered university students and have privacy rights through FERPA.

- **Student:** Grades and conduct are confidential and will not be shared with parents by the university.

- **School Reps:** University personnel will only communicate information about grades and conduct with the student and the high school representative.
  - For homeschool students, the parent who signed the Course Enrollment Form is the school rep.
  - A student may choose to share grade information with a parent.

- **Demographics:** Student demographic information (name, email, attendance dates, photo, degrees earned) is considered directory information and may be disclosed by Concordia at its discretion.

- **Minor Students:** If the student is under 18, the parents retain FERPA rights at the high school and may review any records sent by Concordia to the high school.

- **Conduct:** Concordia’s Student Life Office will notify the high school representative if the student has been found responsible for a violation of the Code of Student Conduct (including school policy violations and any criminal activity off site). The notification will include the student’s name, the code violated, any penalties, and the date of the violation. Concordia University reserves the right to impose penalties in addition to any action or inaction the high school or local legal system might take. The high school will recognize the student’s privacy and will keep the conduct incident private.

- **High School:** The high school will notify the Concordia University Dean of Students if the student is found in violation of a policy of the high school and/or involved in criminal activity.

For more information about FERPA, see: [https://www.cuw.edu/about/offices/registrar/ferpa.html](https://www.cuw.edu/about/offices/registrar/ferpa.html)

HIGH SCHOOL POLICIES

High schools may establish local policies regarding Dual Credit. A high school may:

- have higher admission requirements (grade level, GPA, or test score) for their students.
- determine if the dual credit grade will be included on the high school transcript or weighted.
- decide to allow an additional study period or waive credit required for graduation.
- approve the Dual Credit class for both high school and college credit.
- only approve the class for college credit (if the high school already offers an equivalent course).

Local high school incentives, such as final exam exemptions, do not apply to Dual Credit students.

TRANSCRIPTS

A student may generate a transcript to give to their high school or to another university. Transcripts must be requested by the student through the Portal or the Registrar’s Office.

- **Unofficial Transcript-Self serve ($0):** Students can print an "UNOFFICIAL" transcript from the portal under:
  Student Tab > Banner Self-Service Channel > Student Records > Academic Transcript.

- **Unofficial Transcript – by fax ($0):** Students can use the Transcript Request Form to have one unofficial transcript faxed to their high school or another university by the Registrar’s Office.

- **Official Transcripts ($7 each):** An official transcript (with a seal and signature) will be mailed directly to an institution (not to the student). Students request using the Transcript Request Form.
  Concordia University Registrar Phone: 262.243.4345 Fax: 262.243.2610 registrar@cuw.edu
  12800 North Lakeshore Drive Mequon, WI 53097-2402

TRANSFER CREDITS

Concordia is an accredited university and most Dual Credits should be transferable but the receiving university will ultimately determine if and how transfer credits will be counted in a specific student’s major.

**Tips:**

1) Keep copies of the course syllabi which may be requested by the receiving university.
2) Check with the receiving university in advance to verify acceptance of credit.
CONTACT LIST

Concordia University (CUW) 12800 North Lakeshore Drive Mequon, WI 53097-2402 262.243.5700
Concordia University (CUAA) 4090 Geddes Rd, Ann Arbor, MI 48105 734.995.7300
Office of Continuing and Distance Education (OCDE) phone 800-665-6564

Online Admission Counselor (Mary Jandre) – dualcredit@cuw.edu Phone: 262.243.2122 Fax: 262.243.3548
- Distributes and approves applications – Future Falcon or Course Request form.
- Assists students, parents and high school reps with the application process.
- Enrolls new students in the online student orientation course.

Online Student Services Assistant (OSSA) (Jessica Valdes) – jessica.valdes@cuw.edu
- Enrolls students in online courses and processes drop requests.
- Monitors student progress for courses in progress.
- Assists students with general dual credit questions (not related to course content).
- Communicates with students and high school representatives regarding student progress.

Director of Dual Credit (Tim Gieschen) 262.243.2077 – timothy.gieschen@cuw.edu
- Coordinates the Concordia Promise Partnerships with high schools.
- Promotes the Dual Credit program with high schools and homeschool families.
- Oversees online Dual Credit course design, instructors, policies and procedures.
- Secures course approvals from program directors and department chairs.
- Manages state funding for WI ECCP (Early College Credit Program).
- Coordinates with admissions to encourage undergraduate matriculation.

Dual Credit Admissions-Concordia Ann Arbor (Erica Whitesell) 734.995.7381 – erica.whitesell@cuaa.edu
- Coordinates state funding (PSEO) for all MI students.
- Places students in face-to-face courses at the CUAA campus.
- Serves as a liaison to Michigan high schools.

High School Counselor/Representative - (high school staff member)
- Helps students determine availability and eligibility for Dual Credit courses.
- Assists students with the online application process.
- Serves as a liaison between Concordia and Dual Credit parents.
- Implements local high school policies regarding Dual Credit.

Blackboard Support - blackboardsupport@cuw.edu 262.243.4327 (option 1) 888.377.7447
- Provides technical help with login, course access, broken links, upload, or test taking issues.

Coordinator of Library Services (Karen Nowak) – karen.nowak@cuw.edu
- Assists online students with access to online library resources and journals.

Online Instructor (instructor contact information is listed in the course)
- Assesses student assignments, papers, and discussions providing feedback for student growth.
- Communicates directly with students and the Concordia Dual Credit advisor and director.

Registrar (CUAA and CUW) – registrar@cuw.edu Phone: 262.243.4345 Fax: 262.243.2610
- Provides unofficial transcripts through the Concordia portal or by fax.
- Records student grades on university transcripts.
- Generates official student transcripts for distribution to academic institutions for credit transfer.

Billing (CUAA and CUW) – Cashier’s Office 262-243-2609
- Sends invoices to students for tuition payment.
- Processes phone and online payments through the portal link and by phone.
- Processes Concordia Promise Scholarship credits, state payments, and student payments.