

# CONCORDIA UNIVERSITY

— ONLINE • WI • MI • CENTERS —



## EXTENDED CAMPUS STUDENT HANDBOOK



**Academic Year 2020-2021**

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## **ABOUT CONCORDIA UNIVERSITY**

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.

“With two unique campuses, Concordia University is the preferred higher education option for over eight thousand students. Those students come to Concordia in a variety of ways - traditional undergraduate, adult learner, graduate student, distance learner - but Concordia's mission is common to all. Our aim is to provide a quality, Christian higher educational experience to help students grow and learn, and to prepare them for lives that will have an impact in the Church and in the world. Concordia makes a difference in the lives of its students, and those students, in turn, make a difference in the lives of others!”

- Rev. Dr. Patrick T. Ferry, President

### **Extended Campus Operations (ECO)**

**Phone:** 800-665-6564 • **Fax:** 262-243-4459

**Email:** [online@cuw.edu](mailto:online@cuw.edu)

**General Concordia Information** – 262-243-5700

12800 North Lake Shore Drive | Mequon, WI 53097

**Note:** The Concordia Wisconsin office extension number listed may be called from an outside line by dialing **262-243-plus the 4-digit ext. number**. For Concordia Ann Arbor extensions, dial 734-995-plus the 4-digit ext. number.

### **General Information for Extended Campus Students:**

The *Continuing and Distance Education* channel on the portal contains many helpful tools for students. After login to the portal, click on the *Program Info* link in the top tool bar. The *Continuing and Distance Education* box/channel is on the right side of the page.

## **Extended Campus – Primary Contacts**

<b>PERSONNEL</b>	<b>TITLE</b>	<b>EXT.</b>
Sarah Pecor <a href="mailto:sarah.pecor@cuw.edu">sarah.pecor@cuw.edu</a>	Assistant Vice President – Extended Campus Operations	4257
Ty Landers Student Success Advising Team	Director – Center for Academic Advising and Career Engagement	4520
Student Success Advising Team	A team of Student Success Advisors supports our Extended Campus students (those students who take courses online or based out of one of our center locations). For help in connecting with your Student Success Advisor, email <a href="mailto:studentsuccess@cuw.edu">studentsuccess@cuw.edu</a> .	4442

## University Offices Directory

Academic Office	Dr. William Cario, Provost	4263
Academic Resource Center	Janis Chapman janis.chapman@cuw.edu	2623
Bookstore	bookstore@cuw.edu	4349
Campus Pastor	Rev. Steve Smith (CUW) steve.smith@cuw.edu Rev. Randy Duncan (CUAA) randall.duncan@cuaa.edu	4389 7328
Cashier (by student's last name)	Julie Birschbach (A-J) Vicki Ravanelli (K-T) Michelle Farris-Baumgarten (U-Z)	4556 4352 4360
Counseling Center	David Enters david.enters@cuw.edu	4211
Financial Aid	Kevin Sheridan (CUW) finaid@cuw.edu Vicki Waschow (CUAA) vicki.waschow@cuw.edu	2620 7408
Library	Elaine Gustafson elaine.gustafson@cuw.edu	4379
Registrar	Michele Hoffman registrar@cuw.edu	4345
Student Life	Steve Taylor, VP-Student Life steven.taylor@cuw.edu	4392

## Extended Campus Course Information

### ETIQUETTE/EXPECTATIONS

Successful learning is not just about understanding the textbook readings and writing good papers. Those are important, but so is knowing what to expect in your course, how to know when and who to ask for help, and more. Below is a list of etiquette or expectations — some directed to you as a student, and some you can expect from those who support you. We want your success to be more than just a good letter grade. We want you to have a great experience as well.

#### ***Check your Concordia Email***

The university is required to use your school email address for confidentiality. Students are expected to check their Concordia email 2-3 times per week to not miss important messages from instructors, advisors, and other university personnel. When checking messages, please be sure to also review what's in the clutter/junk mail folder in case important messages inadvertently end up there.

***Familiarize Yourself with Policies***

The university has established policies for doing business in a legal, fiscally responsible, and student-focused way. As a student, you should familiarize yourself with the Attendance, Drop, and Tuition Refund policies to understand what is expected of you during a course, and what you can expect from the university if you should have to change a course.

***Read Your Syllabus***

- Provides contact information for the instructor.
- Provides rationale for the course objectives.
- Provides grading rubric.

***Address Your instructor as “Professor” or “Doctor”***

All instructors should be addressed as Professor or Doctor. Some instructors request that students use their first name, but many others prefer to have the title be used. Instructors have worked hard for their degrees, so you should always respect that and use a formal title unless requested to do otherwise.

***Report Concerns***

Is the textbook listed in the syllabus different than what was on the bookstore website? Is a link broken? Has your instructor missed grading work for a week or more? Please don't wait to let us know! We can't make the learning experience smoother for you or future students if we don't know there are concerns.

***Report Your Absence***

If you expect to have to miss a live class session (for a face-to-face/virtual course), or something interferes with regular submission of coursework in Blackboard (for online courses), please connect with your instructor and/or Student Success Advisor. You are expected to be engaged and active in a course with weekly attendance or activity. Just as you would notify an employer of an inability to attend work, you should notify your instructor and Student Success Advisor of an inability to be in attendance.

***Complete all the Required Assignments in the Course***

Great care is taken to design courses that are engaging, thought-provoking, and will provide an excellent learning experience. As a student, you are expected to complete all the required assignments on a consistent basis throughout the course — not submitting all work at the end. Delaying, skipping, or omitting assignments will lower your final grade percentage and will diminish the effectiveness of the course in preparing you for your chosen career/vocation.

***Archive Your Work***

Blackboard archives courses after two years. Students are encouraged to save a copy of their coursework outside of Blackboard in the event that future documentation is needed for a portfolio, capstone, certification, etc.

***Course Grading***

Instructors are encouraged to grade individual course assignments within 2-4 days of submission, and to submit final course grades within 7-10 days after the end of the class.

***Know Your SSA***

Your Student Success Advisor (SSA) is your go-to person for questions you may have while at Concordia. If you don't know who to talk to about billing, registration errors, dropping a course, personal issues that may affect your attendance, or you have a concern about your course, contact your SSA immediately. We are here to help and be your link to the university.

## **GENERAL INFORMATION**

### **TERM/SEMESTER DATES - GRADUATE & ACCELERATED LEARNING COURSES**

<b>SPRING SEMESTER</b> January 1 - June 30	Registration available from November 15 through May 1
<b>FALL SEMESTER</b> July 1 - December 31	Registration available from May 15 through November 1

### **NON-TRADITIONAL ACADEMIC CALENDAR**

Accelerated Learning and Graduate programs follow the non-traditional academic calendar. Within the two semesters, fall and spring, courses generally run in 6-week or 8-week mini terms. Some programs may have courses that run longer than six or eight weeks, spanning several mini terms. Your Student Success Advisor will confirm course dates with you at the time of registration.

### **ONLINE COURSE FORMATS & TIMELINES**

For those students who may be taking online courses, please be aware that there are two formats for online courses: **"COLLABORATIVE"** and **"SELF-PACED"**. Course formats are determined by the program.

#### **Collaborative**

Collaborative courses are those taken online with others as a group, participating in discussions and interactive activities. Students can register for collaborative courses any time from the day registration opens to the start date of the course. Late registration may be permitted during the first week of the course.

Collaborative courses have a definitive start and end date, and regular due dates on assignments. If registered for an online *collaborative course*, follow the assignment schedule as posted on the BLACKBOARD course site. If a first assignment is not submitted within the stated timeframe (generally within one (1) week after the start of the class) and there is no response to email sent to your Concordia email, you will be administratively withdrawn from the class and charged a nonrefundable fee for failure to begin.

#### **Self-Paced**

Self-paced courses involve working one-on-one with the instructor. Rather than discussions to encourage students dialoging with the instructor and their peers, many self-paced courses include journaling to reflect on the course material. These journals are only seen by the instructor.

Self-paced courses have a definitive start and end date, but do not have regular due dates on assignments. However, students should be submitting work in the course on a weekly basis to remain engaged and active throughout the course. If a first assignment is not submitted within the first two weeks of a course (for classes 8 weeks or longer), or the first week (for courses less than 8 weeks) and there is no response to email sent to your Concordia email, you will be administratively withdrawn from the class and charged a nonrefundable fee for failure to begin.

#### **Accelerated Learning and Graduate Self-Paced Courses**

Self-paced courses for accelerated learning and graduate students are typically scheduled in an 8-week term. Registered students receive access to the course at the same time, and have the same course completion date, but students may choose to work through content faster to complete the course in less than eight weeks. Students can register for self-paced courses any time from the day registration opens to the start date of the course. Late registration may be permitted during the first two weeks of the course.

#### **Traditional Undergrad Self-Paced Courses**

Self-paced courses for traditional undergrads are typically scheduled following the traditional 16-week semester. Registered students receive access to the course at the same time, and have the same course completion date, but students may choose to work through content faster to complete the course in less than 16 weeks. Late registration may be permitted during the first eight weeks of the semester.

### Practicums, Internships, Capstones, Etc.

Courses such as practicums, internships, capstones, etc. may be scheduled with timeframes longer than eight weeks. Each program director will determine how the course is scheduled for his/her program.

### COURSE INCOMPLETES

In the event of *extenuating circumstances* (i.e. serious illness, hospitalization, death in the family), an instructor may approve an Incomplete at the end of a course. Incompletes allow for a maximum 3-week extension from the course end date to submit all coursework. Please note:



- A request for an incomplete must be received from the student **prior** to the course end date.
- Documentation for the extenuating circumstance may be required.
- Courses may not be dropped during an incomplete period.
- At the end of a course, the instructor will enter an 'I' and a default grade (the grade a student will earn assuming no additional work is completed). If a course is completed prior to the end of the 3-week incomplete period, the instructor can submit an updated final grade to the registrar's office. If a course is not completed prior to the end of the 3-week incomplete period, the student's default grade will roll to their transcript.

## TECHNOLOGY REQUIREMENTS

The following are minimum technology requirements for classes at Concordia University. To prevent unnecessary technical issues so students can be more successful in courses, the guidelines show what works best with university systems (i.e. Portal, CU email, Blackboard).

### Please Note:

- Students who do not have a computing device with the following specifications, but who may live or work close enough to Concordia's campuses or centers, are welcome to use the campus/center computer labs.
- Chrome Books, Ipads, tablets, or similar devices are useful tools, but do NOT meet the technology requirements.
- Concordia is not suggesting students must have the newest model of laptop/desktop. However, technology that does not meet these specifications may cause issues with coursework, and technology issues may not be accepted as an excuse for missed coursework.
- Your specific program of study may have additional technology requirements.

		
<b>Operating System</b>	Windows 10 Home, Pro, Ent	Apple OS X 10.12.x or higher
<b>Processor</b>	Core – minimum i3 Recommended – i5 Highly Recommended – i7	Core – minimum i3 Recommended – i5 Highly Recommended – i7
<b>Memory</b>	8 GB or higher Recommended 16 GB	8 GB or higher Recommended 16 GB
<b>Hard Drive</b>	250/500 GB or higher Recommended - SSD	250/500 GB or higher Recommended - SSD
<b>Graphics Card</b>	Integrated min 512MB video memory or higher Recommended - HD	Integrated min 512MB video memory or higher Recommended - HD
<b>Wireless</b>	802.11	AirPort
<b>Camera w/Microphone</b>	Required	Required
<b>Warranty</b>	Highly recommended - 4-year parts replacement on site	Highly Recommended - 3-year parts and labor AppleCare
<b>Web Browser</b>	It is recommended to use Chrome or Firefox for best results.* To download the latest version: <ul style="list-style-type: none"><li>• Chrome- <a href="https://www.google.com/chrome/">https://www.google.com/chrome/</a></li></ul>	It is recommended to use Chrome or Firefox for best results.* To download the latest version: <ul style="list-style-type: none"><li>• Chrome- <a href="https://www.google.com/chrome/">https://www.google.com/chrome/</a></li></ul>



	<ul style="list-style-type: none"> <li>Firefox- <a href="https://www.mozilla.org/en-US/firefox/new/">https://www.mozilla.org/en-US/firefox/new/</a></li> </ul>	<ul style="list-style-type: none"> <li>Firefox- <a href="https://www.mozilla.org/en-US/firefox/new/">https://www.mozilla.org/en-US/firefox/new/</a></li> </ul>
<b>Optional, but Recommended</b>	<ul style="list-style-type: none"> <li>USB Flash Memory Storage Device or External USB hard drive for data backup</li> <li>Antivirus and Malwarebytes (<i>Windows does come with free Anti-virus</i>)</li> </ul>	<ul style="list-style-type: none"> <li>USB Flash Memory Storage Device or External USB hard drive for data backup</li> <li>Antivirus and Malwarebytes</li> </ul>

**\*Internet Explorer is not a supported browser.** To check whether your preferred browser is supported, go to: [https://help.blackboard.com/Learn/Student/Getting\\_Started/Browser\\_Support/Browser\\_Checker](https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support/Browser_Checker)

### **SOFTWARE REQUIRED AND SUPPLIED BY CONCORDIA**

- Microsoft Office 365 – [https://www.cuw.edu/academics/services/technology-services/\\_assets/Office365-Student.pdf](https://www.cuw.edu/academics/services/technology-services/_assets/Office365-Student.pdf)
- Zoom – <https://cuwaa.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=0bba12c9-34cf-49ee-b06d-aa7100c8b7cc>
- Respondus Lock Down Browser – <http://celt.cuw.edu/respondus-monitor/>

### **UPLOADING ASSIGNMENTS**

Occasionally, there are conversion issues from Google Docs or Apple Suite (Pages, Keynote, etc.). When uploading assignments, it is recommended to only use Microsoft Office or PDF files.

- If you need Microsoft Office, please view your free Office 365 account to access and download: [https://www.cuw.edu/academics/services/technology-services/\\_assets/Office365-Student.pdf](https://www.cuw.edu/academics/services/technology-services/_assets/Office365-Student.pdf).
- If you need Adobe PDF reader, download here: <https://acrobat.adobe.com/us/en/acrobat/pdf-reader.html>.

### **MOBILE APPS**

For mobile devices, download the latest app version of Bb Learn for Students.

- For Android phone/tablet: <https://play.google.com/store/apps/details?id=com.blackboard.android.bbstudent&hl=en>
- For iPhone/iPad: <https://itunes.apple.com/us/app/blackboard/id950424861>

### **HOW TO REGISTER / LOOK UP CLASSES**

- Log-in to the Portal and click on the *Student* link.
- In the *Registration Tools* channel/box, click on the *Registration Tools* link.
- Select the *Register for Classes* link and choose your term from the drop-down menu.
- You can search for classes by subject and course number, or by the unique 5-digit Course Reference Number (CRN) for your class section (see screenshots below).
  - If searching by subject and course number, typically the subject represents the course prefix. Example: Counseling-Graduate = courses with the COUN prefix, not just courses for the Counseling program. **\*Note one exception: Students looking for EDU courses should choose *Education - AA* as the subject.**
  - It may be helpful to narrow search results by choosing the campus of your course (i.e. Online Mequon Accelerated for accelerated learning online courses)
- Choose the course(s) for which you would like to register by clicking the “Add” button to the right of the course information. As you add a course, you will see it appear as “Pending” in the Summary box.



- Once you have chosen all courses and your schedule appears as you'd like, click *Submit* in the lower right corner to register for your selected courses.
- The status of successful registrations will change from "Pending" to "Registered".

**Register for Classes**

Find Classes | Enter CRNs | Schedule and Options

Search Results — 2 Classes  
Term: Fall 2019 | Subject: Education - AA | Course Number: 840

Title	Subject Description	Course#	Section#	Hours	CRN	Term	Instructor	Meeting Times	Campus	Status	Attribute
Strat Strug Readers/Write Elem Distance Learning	Education - AA	840	JDC 3	3	12341	Fall 2019	Malloy, Jennifer (Primary)	[S][M][T][W][T][F][S] - Type: Class Building: Online Distance Learning Room: None Start Date: 08/26/2019 End Date: 10/20/2019	Online	22 of 24 seats remain	
Strat Strug Readers/Write Elem Distance Learning	Education - AA	840	JDC 3	3	12342	Fall 2019	Malloy, Jennifer (Primary)	[S][M][T][W][T][F][S] - Type: Class Building: Online Distance Learning Room: None Start Date: 10/21/2019 End Date: 12/15/2019	Online	24 of 24 seats remain	

Page 1 of 1 | 10 Per Page | Records: 2

**Class Schedule for Fall 2019**

Strat Strug Readers/Write Elem Education - AA 840 Section JDC | Class Begin: 08/26/2019 | Class End: 10/20/2019 [S][M][T][W][T][F][S] - Type: Class Location: Online Building: Online Distance Learning Room: None Instructor: Malloy, Jennifer (Primary) CRN: 12341 **Registered**

**Summary**

Title	Details	Hours	CRN	Schedule Ty	Status	Action
Strat Strug Readers/Write Elem	EDU 840, JDC	3	12341	Distance Learning	Registered	None
Student Success Strategies	AL 107, AP1	0	12070	Lecture	Dropped	None

Total Hours: Registered: 3 | Billing: 3 | CDU: 0 | Min: 0 | Max: 999,999,999

Submit

**AFTER YOU REGISTER...You will receive an email from your Student Success Advisor within 24-48 business hours after registering for a course.** Emails will be sent to your Concordia email account, not your personal email. This confirmation email will include the following items:

- Course timeframe/deadlines
- Link for textbook information
- Financial aid and Payment options

## **COURSE ATTENDANCE**

Class attendance is very important, not only to the instructor and the individual student, but also to the entire campus community. In face-to-face, virtual, and online learning environments, attendance is monitored. Attendance information is used to identify students with potential academic problems and for financial aid purposes.

### **Attendance Definition**

Depending on the course delivery, attendance is defined as seated time in the class (face-to-face courses), an assignment submission (online courses), and/or time present for live video conferencing with the instructor (videoconference courses).

### **Unexcused/Excused Absences**

For known attendance conflicts, students must contact their instructor in advance to notify him/her of the absence. In general, acceptable reasons for student absence from or failure to participate in a class include:

- Health-related absences for which valid documentation is presented;
- Accommodation-related absences for which documentation is provided through the Academic Resource Center;
- Death in the family;
- Military commitments;
- Other situations not specifically noted in this list, but approved by the Assistant VP of Academics and/or the dean of the school in which the student is enrolled.

Students may be required to submit documentation of absences to faculty members. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence.

### **No-Show/Never Attend**

A student is considered a no-show if he/she does not attend or participate within the required timeline of a course or laboratory in which they are registered and they have not contacted the instructor to indicate their intent.

- Students must be dropped when they have failed to begin or never attended a course within the first two weeks for courses 8 weeks or longer.
- Students must be dropped when they have failed to begin or never attended a course within the first week for courses that are less than 8 weeks.

### **Excessive Student Absence for Extended Campus**

Concordia University reserves the right to administratively withdraw a student from class for excessive, unexcused absences based on the thresholds articulated below. The chart below documents when a student meets excessive absences (defined as approximately 15% of the course).

<b>Course Duration</b>	<b>Course Delivery Type</b>	<b>Excessive absences</b>
<b>16 wks</b>	Online	No assignment submissions for 3 or more total weeks online
<b>12 wks</b>	Face-to-face/Virtual	Three or more 4-hour class sessions
	Online	No assignment submissions for 3 or more total weeks online
<b>10 wks</b>	Face-to-face/Virtual	Three or more 4-hour class sessions
	Online	No assignment submissions for 3 or more weeks online
<b>8 wks</b>	Face-to-face/Virtual	Two or more 4-hour class sessions
	Online	No assignment submissions for 2 or more weeks online
<b>6 wks</b>	Face-to-face/Virtual	Two or more 4-hour class sessions
	Online	No assignment submissions for 2 or more weeks online
<b>4 wks</b>	Online	No assignment submissions for 1 or more weeks online

A student may request to withdraw from a course prior to the withdrawal deadline. When withdrawn, the Registrar will assign the grade of "W". A student participating in a course past the withdrawal deadline is not eligible for a withdrawal and will be assessed a final grade.

### **Consequences of Excessive Absences**

An administrative withdrawal due to excessive absences may impact a student's scholarships, athletic eligibility, and federal financial aid. The Cashier's Office will implement applicable provisions of the Refund Policy when a student is administratively withdrawn, and Financial Aid will take appropriate action under applicable policies related to student aid.

## **COURSE DROPS**

Prior to requesting to withdraw from a course, please familiarize yourself with the **Tuition Refund Policy** found in the university's Academic catalog. It is also recommended that you talk to the Financial Aid office and/or your Student Success Advisor to understand how a course drop might affect your tuition, academic progress, and more.

Courses will not be dropped without written request for a course drop. You may email your Student Success Advisor to request a drop, or complete the drop request form located on the student portal:

1. On the portal under the *Program Info* link is the *Continuing and Distance Education* box/channel.
2. Click on the link to *Drop an Online Course*. Complete the form and click *Submit Form*. Your Student Success Advisor will process the drop after verification of your activity in the course and will email

confirmation after the drop has been processed.

**NOTE: Courses will not be dropped after the course completion deadline.** Any time a student is added, dropped, or withdrawn from a course — whether requested by the student or performed by the university — financial aid will be reviewed per federal regulations. See the Financial Aid section for more information.

## University Information and Services

### ACADEMIC RESOURCE CENTER

**Phone/Email:** 262-243-2623 | [lrc@cuw.edu](mailto:lrc@cuw.edu)

**Web:** <https://www.cuw.edu/arc>

The Academic Resource Center (formerly the Learning Resource Center) offers academic support for Extended Campus students in the form of resource videos, accessibility services, online tutoring, and writing support. These resources are available at no charge.

#### **Tutoring**

Face-to-face tutoring is available for students who can travel to the Mequon campus. Tutors are undergraduate students who have demonstrated an understanding of the subject area.

Online tutoring and writing support is available for students who are unable to travel to the Mequon campus through a site called “TutorMe” (linked on the institution home page in Blackboard). TutorMe is a private company staffed by professional tutors. Contact the ARC for more information.

#### **Writing Support**

The Writing Center is another service of the ARC. One-on-one assistance is provided for students at any stage of the writing process, ranging from brainstorming to polishing final drafts. Consultants help writers generate topic ideas, gather support for arguments, and evaluate papers for organization and clarity. Students who are unable to travel to the Mequon campus are welcome to use the Online Writing Lab (OWL) available through the Concordia portal. Turnaround time for writing support is approximately 3-5 business days.

#### **Accessibility Services**

Concordia works closely with students, faculty, and staff to provide equal access to university facilities, programs, and functions as mandated by Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the Americans with Disabilities Act as Amended in 2010. It’s a core value everyone at Concordia shares, to serve others in caring, helpful, respectful, and knowledgeable ways.

**\*Students with accessibility needs must self-identify with the ARC and submit documentation from a licensed professional of his/her disability/impairment.** The confidentiality of the student and the nature of his/her disability is of the utmost importance to our office. We maintain all student records in accordance with the Family Educational Rights and Privacy Act (FERPA).

For additional information about these services, visit: <https://www.cuw.edu/academics/services/student-academic-resources/>.

### ADVISING

If you have questions about **Course Selection** or **Progression Plan/Completion Charts**, please contact your Academic Advisor. For questions regarding **University Procedures** or **Administrative Concerns**, please contact your Student Success Advisor.

## **BANNER SELF-SERVICE FOR STUDENTS**

Banner is a web-based information system available to all students. On Banner Self-Service for students in the Portal you can:

1. Register for Classes
2. See/Print your unofficial transcripts
3. View your Schedule
4. See and Pay your Bill
5. Check Financial Aid
6. Check Final Grades

### **General Logon Information:**

Once you are logged into the Portal (<https://my.cuw.edu> or <https://my.cuaa.edu>), go to the Student tab. Once there, locate the box entitled "Banner Self-Service" and then find the "Student" folder. From there, you can access the items mentioned above and so much more.

Once you have registered for classes, you can verify and print yourself a schedule for that semester. To do so, follow these steps:

1. Click on "Banner Self-Service" within the Student tab in the Portal.
2. Choose the "Student" folder.
3. Choose the "Student Records" folder.
4. Choose the "Class Schedule" link and select the correct term.

You should now be able to see your classes. If no classes can be seen, check that you selected the correct term. If you still cannot see them, it may mean that your registration did not go through. If at any time you need assistance with the steps, please contact the Information Technology Helpdesk by calling 262-243-4357 (HELP), or by sending an email to [ITHelpdesk@cuw.edu](mailto:ITHelpdesk@cuw.edu).

## **BILLING AND PAYMENT**

The contacts in the Business Office for Continuing and Distance Education students are as follows:

- Julie Birschbach is the contact for students with last names from **A-J**. She may be reached at ext. 4556 or by email at [julie.birschbach@cuw.edu](mailto:julie.birschbach@cuw.edu).
- Vicki Ravanellis is the contact for students with last names from **K-T**. She may be reached at ext. 4352 or by email at [vicki.ravanelli@cuw.edu](mailto:vicki.ravanelli@cuw.edu).
- Michelle Farris-Baumgarten is the contact for students with last names from **U-Z**. She may be reached at ext. 4360 or by email at [michelle.farrisbaumgarten@cuw.edu](mailto:michelle.farrisbaumgarten@cuw.edu).

**Tuition Fees.** If using federal aid, tuition disbursements will be made to a student's account after the start of the course. If not using federal financial aid, tuition fees are to be paid to the Business Office before the class begins. In cases dealing with employer reimbursement, it is appreciated when tuition can be paid before attending class.

**Holds.** If your account is on HOLD, that may mean you have a balance on your account. You will not be able to register for classes, check grades, request transcripts, and more until the hold is removed. For more information about your hold or to pay your balance, please contact the Business Office at 262-243-4318.

**Payments.** You can check your account and make payments online. On the portal under the *Student* tab, check the *My Statement* channel to view your account balance and your statement and payment history. You will be able to pay your bill with the provided link in the **Pay Your Bill Online** or **Banner Self-Service** channels. If paying by debit or credit card (Visa, MasterCard, or Discover), note that there is a small convenience fee that will be charged. Please allow 2-3 business days for your account to reflect the payment.

You can also make payments for classes by cash or check. If paying by check, please include your student ID (F00) number and the course name(s) on the check, and mail to: Cashier's Office at 12800 North Lake Shore Drive, Mequon, WI 53097.

If a **credit balance exists on your account**, please read the Cash Release Policy at: [https://www.cuw.edu/admissions/financial-aid/\\_assets/CashReleasePolicy.pdf](https://www.cuw.edu/admissions/financial-aid/_assets/CashReleasePolicy.pdf). If you have any questions about cash releases, please email [cashrelease@cuw.edu](mailto:cashrelease@cuw.edu) or call the Business Office at 262-243-4318.

## **BLACKBOARD**

Course materials are posted in BLACKBOARD, our learning management system (LMS). Blackboard is accessible directly at <https://concordia.blackboard.com> or through the portal.

Blackboard is a restricted system — only students registered in a course will be able to access the information. To avoid alteration or corruption of the site by unauthorized users, please do not share your access information with others. Once you are able to access your course, you will have the information needed for completion of your course. Click on the course and then on the *Content* tab to begin.

In the event of technical difficulties in a course, you can submit a helpdesk request by sending an email to [blackboardsupport@cuw.edu](mailto:blackboardsupport@cuw.edu). You can also call Blackboard Support at 262-243-4327 (option 1) or call the toll-free number 888-377-7447.

### **LIVE SUPPORT**

Blackboard Support is staffed from 8:00am – 4:30pm (M-F) with extended hours to 8:00pm Tuesday – Thursday. Please call 262-243-4327 (option 1) or toll-free 888-377-7447 to reach a team member. Team members may be able to troubleshoot issues immediately over the phone, or may be able to do a screen-sharing session to see the exact technical difficulties you are experiencing. If someone is not able to answer immediately, please leave your name, student ID (F00) number, and nature of your issue. All voicemails and emails create a help ticket which is monitored until the issue can be resolved for you.

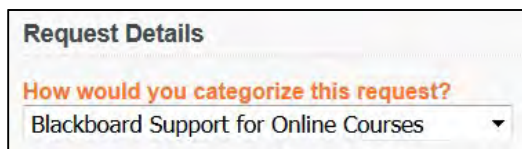
### **HELPSPOT**

HelpSpot is a support center that provides documentation related to a wide variety of knowledge books including Accessing CU Systems, Blackboard Learn, and Online Learning. In addition, the home page provides direct tags to specific topics such as Student Email, Course Numbers, Password Change, Mobile Devices, and many others. Students may submit help requests, or check the status of a request, on the HelpSpot homepage: <https://helpspot.cuw.edu/helpspot>.

#### **Request Assistance on HelpSpot**

To submit a request for technical assistance with an online course, click on the **Submit a Request** link provided on the left side of the HelpSpot homepage. You will be directed to a fillable form.

Provide your name, CU email, and best phone number for contacting you. Under **Request Details** choose "Blackboard Support for Online Courses", then share information about what type of assistance is needed in the **Details** section.



**Request Details**

How would you categorize this request?

Blackboard Support for Online Courses ▼

Once submitted, the form creates a help ticket and you will be contacted regarding your request. You can check the status of your request by going to the **Check on a Request** link on HelpSpot.

Note: Help tickets are monitored over the weekend in case of emergencies such as Blackboard outages and major/minor system updates.

## **BOOKSTORE**

**Phone/Email:** 262-243-4349 | [bookstore@cuw.edu](mailto:bookstore@cuw.edu)

**Web:** <http://www.cuw.edu/bookstore>

Textbook information can be found and ordered online at the web address above. Textbook lookup instructions will be included in the registration confirmation email from your SSA, sent to you within 24-48 business hours after you register for a course.

The Concordia Bookstore allows you to order books online with various shipping options. These options can be viewed by clicking on the *Shipping* link. If coming to campus to pick up textbooks, please be sure to verify the bookstore hours in the *Store Information* link on the bookstore website.

Note: Textbooks for many courses within the Accelerated Learning programs are available from your home center (for face-to-face/virtual students), or through a Book Loan program (online students). Your registration confirmation email will include information regarding textbooks.

## **COMPLAINT PROCESS**

Beginning July 1, 2011, US Department of Education regulations to improve the integrity of programs authorized under Title IV of the Higher Education Act (HEA) took effect. The Program Integrity Rule requires that each college or university authorized to offer postsecondary education in one or more States ensure access to a complaint process that will permit student consumers to address the following:

1. Alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising;
2. Alleged violations of State laws or rules relating to the licensure of postsecondary institutions;
3. Complaints relating to the quality of education or other State or accreditation requirements.

Concordia University, as an institution authorized to provide postsecondary education in the State of Wisconsin, is committed to full compliance with the Program Integrity Rule. The Higher Learning Commission accredits Concordia University.

### ***Steps to Resolving Complaints***

**Step 1:** Attempt to resolve complaints through internal university procedures. Academic Policies and Appeal Procedures for general grievances, academic probation and dismissal, and academic integrity can be found in the academic catalogs for the university.

**Step 2:** If not successful in resolving complaints through internal university procedures, students may follow independent procedures. Options can be found here: <https://www.cuw.edu/about/offices/compliance/privacy-policy/complaints-process.html>.

## **COURSE CATALOGS**

The university course catalogs are published to supply students with academic information, course descriptions, and university policies. Consult this publication when you have questions concerning academic matters. If you are unable to find an answer to your question in the catalog, feel free to ask your Student Success Advisor or Program Director.

The graduate, undergraduate, and accelerated learning catalogs can be accessed by going to: <https://www.cuw.edu/about/offices/registrar/catalogs-class-schedule.html>.

## FERPA GUIDELINES ON CONFIDENTIALITY

According to the Family Education and Privacy Act (FERPA), the official records of students are considered confidential information. However, the university hereby designates the category of "Student Information" as public or Directory Information. Such information may be disclosed by the institution for any purpose, at its discretion. For more information about FERPA, see: <https://www.cuw.edu/about/offices/registrar/ferpa.html>.

## FINANCIAL AID

**CUAA Phone:** 734-995-7408

**CUW Phone:** 262-243-4569

The Financial Aid office provides assistance to students with federal loans, federal grants, and alternative loans. To apply for financial aid you must complete a FAFSA (once per academic year) located at: <http://www.fafsa.gov/>.

### ***Minimum Credits to Qualify for Aid***

- **Graduate students** must be registered for at least three (3) credits of graduate level coursework, or six (6) credits of undergraduate level pre-requisite coursework, per term to qualify for financial aid. *Graduate students must start submitting work for one (1) three-credit class before financial aid will disburse to a student account.*
- **Undergraduate students** must be registered for a minimum of six (6) credits per term to qualify for financial aid. *Undergraduate students must start submitting work for one (1) three-credit class before financial aid will disburse to a student account.*

Students are eligible for tuition, partial living expenses, and textbook funding. Award letters for Financial Aid are sent ***after*** a student registers for the minimum credits required to qualify.

Aid is disbursed to the student's account after the student has begun to submit work for at least one (1) three-credit class. Submission of a first assignment automatically notifies the Financial Aid office of a student starting their course. Financial aid in excess of the cost of a student's registered course(s) is released to the student. This cash release is intended to be used for textbook and school-related expenses. **Any classes added after receiving a cash release may be the student's responsibility.** Students should contact their financial aid counselor directly to see if any additional funding is available.

### **How might dropping a class affect a student's financial aid?**

Any time a student is added, dropped, or withdrawn from a course – whether requested by the student or performed by the university – financial aid must be reviewed per federal regulations. Last dates of attendance in courses, determined by the Attendance Policy, will be used in calculating a "Return to Title IV" (r2t4). This determines when and to what extent funds must be returned to financial aid funding sources. In some circumstances, a student may owe the university a portion of their tuition and any cash release they may have received. **It is always best to contact the Financial Aid office before dropping any courses.**

To learn more about the financial aid, contact the Financial Aid office or visit the Financial Aid section of the website at <https://www.cuw.edu/admissions/financial-aid/index.html>.

## GRADES

Final grades for courses should be submitted by the instructor within 7-10 days of the course completion date. Grades can be viewed on the portal the Saturday after a grade is submitted. To view your grades, login to the portal ([my.cuw.edu](http://my.cuw.edu) or [my.cuaa.edu](http://my.cuaa.edu)). Under the **Student** link is a channel titled **Student Grades** (left hand side). Another place to check grades would be in the **Banner Self-Service** channel. Click on *Student>Student Records>Final Grades*.



## **GRADUATION INFORMATION**

Graduation ceremonies are held at the close of the fall and spring semesters. Before a student is permitted to participate in the graduation ceremony, or have the degree awarded status applied to their record, the student must meet the following requirements:

1. Have on file in the Registrar's Office an application as a degree-seeking student. This applies especially to students who began their program as a "non-degree-seeking" student, who later decided to seek a degree.
2. Have on file in the Registrar's Office official transcripts from all colleges and universities attended—both undergraduate and graduate.
3. Complete the Application for Graduation during the final semester of course work. Deadlines for applying to graduate are generally October 15<sup>th</sup> for December graduation and March 15<sup>th</sup> for May graduation. It is a good idea to check during the second-to-last semester with your advisor to make sure you have met all the requirements. You may complete the form online at:  
<https://www.cuw.edu/academics/services/graduation/student-info/graduation-application.html>.
4. Complete the credit hours or be in your last 3-6 credits required for the degree plan you have selected.  
NOTE: International students may not take the last class online. Please contact the International Office for more information.
5. All fees and tuition due to Concordia University must be paid in full before a diploma is issued and a degree becomes official. A fee is assessed to all students, regardless of plans to participate in the graduation ceremony, to cover graduation expenses. Note: Students may purchase graduation caps and gowns at the Jostens website: <http://www.jostens.com/apps/store/customer/1116813/Concordia-University/>.

Note that you may participate in the graduation ceremony if you have only one class remaining that falls after graduation; however, you will not receive your degree and diploma until all coursework is completed and all fees paid. The diploma typically arrives within 6-8 weeks of the "degree awarded" status being applied to a student's record. Additional information regarding graduation can be obtained on Concordia's website at:  
<https://www.cuw.edu/academics/services/graduation/student-info/index.html>.

## **LIBRARY SERVICES**

### **Rincker Memorial Library (CUW)**

**Phone:** 262-243-4330

**Web:** <https://my.cuw.edu> (Library tab)

### **Zimmerman Library (CUAA)**

**Phone:** 734-995-7454

**Web:** <https://my.cuaa.edu> (Library tab)

The library is a central resource for teaching and learning at Concordia. Elaine Gustafson is the Coordinator of Library Services for Online and Accelerated Learning. Her job is to assist students and faculty with any library questions, research queries, and sending requested materials. Elaine may be reached at [Elaine.gustafson@cuw.edu](mailto:Elaine.gustafson@cuw.edu) or by phone at 262-243-4403. For more information about resources, databases, and electronic reserves, refer to the *Library Handbook for Off-Site Students* at:  
<https://falcon.cuw.edu/portal/OffSiteLibraryHandbook.pdf>.

## **PLAGIARISM**

Plagiarism is any misrepresentation in the use of another's work, especially as that misrepresentation gives the impression that you are presenting your own work. Common forms of plagiarism include:

- Use of exact words, phrases, or sentences of another person's work without quotation marks and proper documentation;
- Use of paraphrasing in which a composite of borrowed phrases or sentences without proper documentation is created; or
- Use of images, drawings, charts, etc.

Note: Submission of your own work from another course, or from the same course in the event of repeating a class, without consent of your instructor is considered self-plagiarism. This will be held to the same penalties as plagiarizing another person's work.

If you have questions, please contact your instructor.

## **PORTAL (MY.CUW.EDU / MY.CUAA.EDU)**

The portal is a single sign-on system that allows you to view important university information as well as access web systems like Banner Self-Service, Student Email, and Blackboard. You will register for your classes through the Portal as well. You only need your user ID (F00#) and password to access all these resources with a single sign-on!

In addition you will find:

- Registration Tools
- Worried about a friend? Counseling resources are available
- Financial Aid Announcements and Awards
- Information on Mission trips
- Information about the Learning Resource Center
- And so many other resources....please check it out!

## **STUDENT EMAIL**

All students are set up with a web-based email account. Upon acceptance into the university, students will receive an email from the IT department containing email information and logon procedures. Due to confidentiality concerns, all communication initiated by the university will be sent to the student's Concordia email address. **It is required that students check their Concordia email frequently (i.e. 2-3 times per week)** including inbox and junk/clutter folders because important information and announcements from instructors, advisors, and others in the university will come to you via your Concordia email address.

### **Logging In:**

To connect to the mail server, login to the Portal (<https://my.cuw.edu> or <https://my.cuaa.edu>). Once you are logged in, click the envelope icon in the upper right corner of the screen to access your student Outlook account.

### **Email Setup on a Smart Phone:**

Many students choose to set up their Concordia email on a smart phone to make access easier. Any smart phone or mobile device that supports Exchange (preferred), POP3, or IMAP will be capable of receiving your Concordia email as well.

Tips for setting up your account on your phone:

- The server name you need to use (for Exchange/ActiveSync) is *m.outlook.com*. If you experience difficulties using *m.outlook.com*, you can also try *pod51000.outlook.com*. If setting up by POP3 or IMAP, you must use *pod51000.outlook.com*.
- Your username is always your entire Concordia email address (not your Student ID).

- If it is not accepting your password, it may be because your password has not been synced correctly between the Concordia and Microsoft servers. You can reset your password by going to <https://my.cuw.edu> or <https://my.cuaa.edu>, then before signing in click the “Click Here for Help” link. Follow the directions for changing your password.

If you experience any difficulty related to your email account, the IT Helpdesk can assist you. They can be reached at 262-243-4357, by email at [ITHelpdesk@cuw.edu](mailto:ITHelpdesk@cuw.edu).

## **TECHNOLOGY FEE**

A technology fee augments the financial commitment of the university to stay current with technology and provide rich resources for the entire university community. The technology fee supports the following:

- Internet Bandwidth and Servers
- Learning Management System (BLACKBOARD) and Portal
- Remote technology resources and upgrades
- Redundancy systems and backup devices
- Emergency systems
- Enterprise software licenses based on Student Enrollment

### **GRADUATE:**

**\$50 for 3-8 credits**

**Additional \$16 for 9+ credits**

**\$66 total per/semester**

### **UNDERGRAD:**

**\$33 for 3-11 credits**

**Additional \$33 for 12+ credits**

**\$66 total per/semester**

Note: In the event of dropping a course or courses, the technology fee is not refundable.

## **TRANSCRIPTS**

**Unofficial Transcripts:** Students are able to print an “UNOFFICIAL” transcript from the portal under Student>Banner Self-Service. Concordia University accepts no responsibility for the accuracy of an unofficial transcript after it has been issued.

**Official Transcripts:** An official transcript is one bearing the seal of the university and the signature of the Registrar or his representative. Official transcripts are not normally given to students or alumni, but are mailed directly to institutions or persons considering the applicant for admission or employment. For information regarding transcript requests, go to: <https://www.cuw.edu/about/offices/registrar/request-transcripts.html>.

## **WITHDRAWAL / STOP OUT FROM THE UNIVERSITY**

Below are the categories related to student status, and procedures for notification and follow up, if a student needs to request time away from their program and/or withdraw from the university.

### **Active Student:**

Most graduate and accelerated learning students take between 1-4 classes in a semester. The number of classes may depend on program offerings and course availability, but it can also be individual student preference based on other life commitments. Some students prefer to schedule coursework in a way that allows for small breaks in between courses. There is no need to notify an advisor or anyone in the university if you are going to take a break in between courses. So long as you complete one course per semester, you are considered an active student.

### **Stop Out:**

Students who plan to take an entire semester off from coursework should notify their academic advisor and/or Student Success Advisor. Students will be asked to complete a “Change in Enrollment Status” survey indicating their reason for taking time off and date of intended return, but students are still considered to be “active”.

University personnel will make arrangements to reach out to the student about re-enrollment at the end of the semester.

**Withdrawn Due to Inactivity:**

Students who take two consecutive semesters off of coursework, with no future course enrollment, will be coded by the university as Withdrawn due to Inactivity. Students will be required to reapply to the university if they wish to continue their program, including following any new application and/or catalog requirements for the program.

**Withdrawn by Request:**

Students who wish to cease taking coursework and withdraw completely from the university need to submit a request for withdraw in writing. They will then be asked to complete a "Change in Enrollment Status" survey indicating their reason for withdrawing from the university. Students are encouraged to meet with their Advisor and the appropriate Dean to discuss the reasons for withdrawing from the university and other matters pertinent to withdrawal. Any outstanding balance must be paid in full before a withdraw can be fully processed.