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The student handbook is designed to provide students with guidance in pursuing their education at Mountain State University. The submission of an application for admission and the registration for classes represent an optional and voluntary decision on the part of the student to participate in academic programs, student services, and privileges offered by the University. Mountain State University reserves the right to make and designate the effective date of changes in curriculum, course offerings, tuitions and fees, and other regulations at the time the University deems such changes desirable or necessary. Please refer to the MSU website for updated changes. The University expects students to abide by all amendments to the student handbook. It is the responsibility of each student to be familiar with this material. The student handbook is second only to the graduate or undergraduate catalog for providing information about your enrollment at the University.

Many programs have program-specific policy and procedure manuals. Students are responsible for contacting program directors to determine program-specific standards. Students are required to obtain, read, understand, and follow all student policies and procedures. If you have any questions or need additional assistance, please see a staff member in the Student Affairs Office.

MOUNTAIN STATE UNIVERSITY MISSION AND CORE VALUES

Mission

"Mountain State University believes in the value of lifelong learning and the power of knowledge to transform lives. We respond to educational needs by providing accessible, innovative undergraduate and graduate programs that lead to opportunities for personal and professional success."

Vision: "Success"

Mountain State University is committed to:

- Encouraging lifelong learning.
- Creating a supportive and stimulating learning environment.
- Promoting critical thinking and communication skills.
- Supporting students with qualified, engaged faculty and staff.
- Providing accessible and affordable private education.
- Preparing students for the global marketplace.
- Employing technology in educational activities.
- Expanding the University's global outreach.
- Maintaining high ethical standards.
- Upholding academic integrity through an active assessment program

Core Values

- **Excellence.** We provide quality programs and services.
- **Integrity.** Our behavior reflects our values and promotes mutual respect.
- **Vision.** We focus on the future.
- **Uniqueness.** We are innovative and entrepreneurial.
- **Accessibility.** We provide flexible learning opportunities.
- **Responsiveness.** We respond to educational needs.
- **Collaboration.** We partner with our constituents to meet needs.
- **Knowledge.** We plan, implement, assess, evaluate, and use feedback to improve programs and services.

ALMA MATER

There's a place in the mountains that's near to our hearts.
Its beacon of knowledge shines forth
To empower and strengthen us right from the start
As we journey on our chosen course.
Mountain State—shines on in the darkness
Mountain State—your flame burns bright.
Wherever I wander, wherever I roam,
This university will always be home.
Your wisdom and guidance have changed many lives
Making hopes and dreams come true.
You inspire, encourage and prompt us to strive
As we're learning all our lives through.

Written by Twila Kirkpatrick and Jim Owston

MOUNTAIN STATE UNIVERSITY STUDENT CODE OF CONDUCT

This student conduct code is designed to promote the educational aims of Mountain State University and to outline the regulations and procedures of the University community regarding students' rights and responsibilities. This Mountain State University Student Code of Conduct supersedes previous campus regulations in these areas.

Overview

As an academic community, Mountain State University is committed to providing an environment that encourages scholarship and personal growth. Students are expected to meet academic challenges, develop maturity, self-sufficiency, responsibility, self-awareness, and an understanding of, and respect for, the rights of others. Academic communities differ from other communities in several ways. For purposes of this code, two differences are particularly worthy of emphasis. First, the primary mission of educational institutions is the pursuit of knowledge. The educational environment must be conducive to teaching, learning, thought, and research. Second, for students residing on our main campus, living environments are unique because they are comprised of students who reside on campus in close proximity to one another and interact continuously in their day-to-day living. The potential for noise, disruptions, or other infringements upon the rights of community members is always present. Moreover, as members of a learning community, even if we do not reside on campus, it is important to conduct ourselves in an appropriate manner conducive to learning.

These differences make it imperative that members of this academic community be particularly sensitive to their individual responsibilities for respecting the rights of others, especially the right to quiet, thoughtful study. Preservation of the facilities and character of the institution for future generations is also essential. To this end, rules and regulations are necessary for the orderly conduct of the educational process and the institution. Mountain State University students are expected to abide by this code and by all local, state, and federal laws. As an educational institution, Mountain State University is committed to the education of the whole person. This includes social, emotional, and physical, as well as intellectual, development. The basic philosophy of the Mountain State University judicial system and this code is educational in nature. Inappropriate behavior should be confronted and addressed in a positive, straightforward manner.

The goals of the judicial system are to establish and enforce reasonable and clear limits designed to protect the community and the rights of its members, to develop and support a positive living and learning environment, to educate students regarding responsibility and accountability for actions, to encourage and foster self-insight and self-initiated change of behavior, and to protect the rights of individuals accused of violating the University's rules and regulations.

Article I: Definitions

1. The term "University" means Mountain State University.
2. The term "student" includes all persons taking courses at Mountain State University, either full-time or part-time, distance or in-seat, pursuing undergraduate or graduate studies. Persons who withdraw after allegedly violating the Student Code, those who are not officially enrolled for a particular term but who have a continuing relationship with the University, or who have been notified of their acceptance for admission are considered "students," as are persons who have completed all requirements for but have not been awarded a degree, or are living in University residence halls, although not enrolled in this institution. This Student Code applies at all locations of the University and to students who are not physically located on any University campus.
3. The term "faculty member" means any person hired by the University to conduct classroom or teaching activities or who is otherwise considered by the University to be a member of its faculty.
4. The term "University official" includes any person employed by the University, performing assigned administrative or professional responsibilities.
5. The term "member of the University community" includes any person who is a student, faculty member, University official, or any other person employed by the University. A person's status in a particular situation shall be determined by the registrar and/or human resources representative.
6. The term "University premises" includes all land, buildings, facilities, and other property in the possession of or owned, used, or controlled by the University District Boundaries including adjacent streets and sidewalks.
7. The term "organization" means any number of persons who have complied with the formal requirements for University recognition.
8. The term "Student Conduct Board" means any person or persons authorized by the dean of students or designee to determine whether a student has violated the Student Code and to recommend sanctions that may be imposed when a rules violation has been committed.
9. The term "student conduct administrator" means a University official authorized on a case-by-case basis by the

- dean of students to impose disciplinary sanctions upon any student(s) found to have violated the Student Code. The dean of students may authorize a student conduct administrator to serve simultaneously as a student conduct administrator and the sole member or one of the members of the Student Conduct Board. The dean of students may authorize the same student conduct administrator to impose sanctions in all cases.
10. The term "appellate board" means any person or persons authorized by the dean of students to consider an appeal from a Student Conduct Board's determination as to whether a student has violated the Student Code or from the sanctions imposed by the student conduct administrator.
 11. The term "shall" is used in the imperative sense.
 12. The term "may" is used in the permissive sense.
 13. The dean of students is that person designated by the president to be responsible for the administration of the Student Code.
 14. The term "policy" means the written regulations of the University as found in, but not limited to, the Student Code of Conduct, departmental program handbooks, The Guide to Campus Living, MSU Student Handbook, the University web page, graduate/undergraduate catalogs, and the computer lab policy & procedures,.
 15. The term "cheating" includes, but is not limited to: (1) use of any unauthorized assistance in taking quizzes, tests, or examinations; (2) use of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments; (3) the acquisition, without permission, of tests or other academic material belonging to a member of the University faculty or staff; (4) engaging in any behavior specifically prohibited by a faculty member in the course syllabus or class discussion. (Unauthorized assistance may include notes, use of electronic devices and the assistance of another individual).
 16. The term "plagiarism" includes, but is not limited to, the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgment. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials.
 17. The term "Complainant" means any person who submits a charge alleging that a student violated this Student Code. When a student believes that s/he has been a victim of another student's misconduct, the student who believes s/he has been a victim will have the same rights under this Student Code as are provided to the Complainant, even if another member of the University community submitted the charge itself.
 18. The term "Accused Student" means any student accused of violating this Student Code.

Article II: Student Code Authority

1. The dean of students shall determine the composition of Student Conduct Boards and Appellate Boards and determine which Student Conduct Board, student conduct administrator, and Appellate Board shall be authorized to hear each matter.
2. The dean of students shall develop policies for the administration of the student conduct system and procedural rules for the conduct of Student Conduct Board Hearings that are not inconsistent with provisions of the Student Code.
3. Decisions made by a Student Conduct Board and/or student conduct administrator shall be final, pending the normal appeal process.

Article III: Proscribed Conduct

A. Jurisdiction of the University Student Code

The University Student Code shall apply to conduct that occurs on University premises, at University-sponsored activities, and to off-campus conduct that adversely affects the University community and/or the pursuit of its objectives. Each student shall be responsible for his/her conduct from the time of application for admission through the actual awarding of a degree, even though conduct may occur before classes begin or after classes end, as well as during the academic year and during periods between terms of actual enrollment (and even if their conduct is not discovered until after a degree is awarded). The Student Code shall apply to a student's conduct even if the student withdraws from school while a disciplinary matter is pending. The dean of students shall decide whether the Student Code shall be applied to conduct occurring off campus, on a case by case basis, in his/her sole discretion.

B. Conduct—Rules and Regulations

Any student found to have committed or to have attempted to commit the following misconduct is subject to the disciplinary sanctions outlined in Article IV:

1. Acts of dishonesty, including but not limited to the following:

- a. Cheating, plagiarism, or other forms of academic dishonesty. This also includes the intent to cheat.
- b. Furnishing false information to any University official, faculty member, or office.
- c. Forgery, alteration, or misuse of any University document, record, or instrument of identification.
2. Recording without consent or authorization
 - a. Recording of any conversation, whether in person or on the telephone, without the consent of all parties involved.
 - b. Recording lectures and/or other material presented during class sessions without the permission of the instructor and any other presenter. (Note: Students may be granted permission to record lectures as deemed necessary by the University's ADA 504 Coordinator).
3. Disruption or obstruction of teaching, research, administration, disciplinary proceedings, other University activities, including its public service functions on or off campus, or of other authorized non-University activities when the conduct occurs on University premises.
4. Physical abuse, verbal abuse, threats, intimidation, harassment, coercion, and/or other conduct which threatens or endangers the health or safety of any person.
5. Attempted or actual theft of and/or damage to property of the University or property of a member of the University community or other personal or public property, on or off campus.
6. Hazing, defined as an act which endangers the mental or physical health or safety of a student, or which destroys or removes public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in, a group or organization. The express or implied consent of the victim will not be a defense. Apathy or acquiescence in the presence of hazing is not a neutral act; it is a violation of this rule.
7. Failure to comply with directions of University officials or law enforcement officers acting in performance of their duties and/or failure to identify oneself to these persons when requested to do so.
8. Unauthorized possession, duplication, or use of keys to any University premises or unauthorized entry to or use of University premises.
9. Violation of any University policy, rule, or regulation published in hard copy or available electronically on the University website.
10. Violation of any federal, state, or local law.
11. Use, possession, manufacturing, or distribution of marijuana, heroin, narcotics, or other controlled substances except as expressly permitted by law.
12. Use or possession of alcoholic beverages, in any circumstance, by any student on the campus of Mountain State University.
13. Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals on University premises or use of any such item, even if legally possessed, in a manner that harms, threatens, or causes fear to others.
14. Participating in an on-campus or off-campus demonstration, riot, or activity that disrupts the normal operations of the University and/or infringes on the rights of other members of the University community; leading or inciting others to disrupt scheduled and/or normal activities within any campus building or area.
15. Obstruction of the free flow of pedestrian or vehicular traffic on University premises or at University-sponsored or -supervised functions.
16. Conduct that is disorderly, lewd, or indecent; breach of peace; or aiding, abetting, or procuring another person to breach the peace on University premises or at functions sponsored by, or participated in by, the University or members of the academic community. Disorderly conduct includes but is not limited to: Any unauthorized use of electronic or other devices to make an audio or video record of any person while on University premises without his/her prior knowledge, or without his/her effective consent when such a recording is likely to cause injury or distress. This includes, but is not limited to, surreptitiously taking pictures of another person in a gym, locker room, or restroom.
17. Theft or other abuse of computer facilities and resources, including but not limited to:
 - a. Unauthorized entry into a file, to use, read, or change the contents, or for any other purpose.
 - b. Unauthorized transfer of a file.
 - c. Use of another individual's identification and/or password.
 - d. Use of computing facilities and resources to interfere with the work of another student, faculty member, or University official.
 - e. Use of computing facilities and resources to send obscene or abusive messages.
 - f. Use of computing facilities and resources to interfere with normal operation of the University computing system.

- g. Use of computing facilities and resources in violation of copyright laws.
 - h. Any violation of the University computer lab policy and procedures.
18. Abuse of the student conduct system, including but not limited to:
- a. Failure to obey the notice from a Student Conduct Board or University official to appear for a meeting or hearing as part of the student conduct system.
 - b. Falsification, distortion, or misrepresentation of information before a Student Conduct Board.
 - c. Disruption or interference with the orderly conduct of a Student Conduct Board proceeding.
 - d. Institution of a Student Code proceeding in bad faith.
 - e. Attempting to discourage an individual's proper participating in, or use of, the student conduct system.
 - f. Attempting to influence the impartiality of a member of a Student Conduct Board prior to and/or during the course of the Student Conduct Board proceeding.
 - g. Harassment (verbal or physical) and/or intimidation of a member of a Student Conduct Board prior to, during, and/or after a student conduct code proceeding.
 - h. Failure to comply with the sanction(s) imposed under the Student Code.
 - i. Influencing or attempting to influence another person to commit an abuse of the Student Code system.
19. The unauthorized tape recording of classes, meetings, and conversations without the permission of all the parties involved.

Students are required to engage in responsible social conduct that reflects credit upon the University community and to model good citizenship in any community.

C. Violation of Law and University Discipline

1. University disciplinary proceedings may be instituted against a student charged with conduct that potentially violates both the criminal law and this Student Code (that is, if both possible violations result from the same factual situation) without regard to the pendency of civil or criminal litigation in court or criminal arrest and prosecution. Proceedings under this Student Code may be carried out prior to, simultaneously with, or following civil or criminal proceedings off campus at the discretion of dean of students. Determinations made or sanctions imposed under this Student Code shall not be subject to change because criminal charges arising out of the same facts giving rise to violation of University rules were dismissed, reduced, or resolved in favor of or against the criminal law defendant.
2. When a student is charged by federal, state, or local authorities with a violation of law, the University will not request or agree to special consideration for that individual because of his or her status as a student. If the alleged offense is also being processed under the Student Code, the University may advise off-campus authorities of the existence of the Student Code and of how such matters are typically handled within the University community. The University will attempt to cooperate with law enforcement and other agencies in the enforcement of criminal law on campus and in the conditions imposed by criminal courts for the rehabilitation of student violators (provided that the conditions do not conflict with campus rules or sanctions). Individual students and other members of the University community, acting in their personal capacities, remain free to interact with governmental representatives as they deem appropriate.

Article IV: Student Conduct Code Procedures

A. Charges and Student Conduct Board Hearings

1. Any member of the University community may file charges against a student for violations of the Student Code. A charge shall be prepared in writing and directed to the dean of students. Any charge should be submitted as soon as possible after the event takes place, preferably within one (1) school day of the event.
2. The student conduct administrator, dean of students, or designee for this matter may conduct an investigation to determine if the charges have merit and/or if they can be disposed of administratively by mutual consent of the parties involved. Such disposition shall be final and there shall be no subsequent proceedings. If the charges are not admitted and/or cannot be disposed of by mutual consent, the student conduct administrator, dean of students, or designee may later serve in the same matter as the Student Conduct Board or a member thereof. If the student admits violating institutional rules, but sanctions are not agreed to, subsequent process, including a hearing if necessary, shall be limited to determining the appropriate sanction(s).
3. All charges shall be presented to the accused student in written form. A time shall be set for a Student Conduct Board Hearing, not less than five (5) nor more than fifteen (15) calendar days after the student has been notified that a hearing will be held. Maximum time limits for scheduling of Student Conduct Board Hearings may be extended at the discretion of the student conduct administrator, dean of students, or designee.
4. Student Conduct Board Hearings shall be conducted by a Student Conduct Board according to the following guidelines except as provided by article IV (A) (7) below:
 - a. Student Conduct Board Hearings normally shall be conducted in private.

- b. The complainant, accused student, and their advisors, if any, shall be allowed to attend the entire portion of the Student Conduct Board Hearing at which information is received (excluding deliberations). Admission of any other person to the Student Conduct Board Hearing shall be at the discretion of the Student Conduct Board and/or its student conduct administrator, dean of students, or designee.
 - c. In Student Conduct Board Hearings involving more than one accused student, the student conduct administrator, dean of students, or designee, in his or her discretion, may permit the Student Conduct Board Hearings concerning each student to be conducted either separately or jointly.
 - d. The complainant and the accused student have the right to be assisted by an advisor they choose, at their own expense. The advisor must be a member of the University community and may not be an attorney. The complainant and/or the accused student is responsible for presenting his or her own information, and therefore, advisors are not permitted to speak or to participate directly in any Student Conduct Board Hearing before a Student Conduct Board. A student should select as an advisor a person whose schedule allows attendance at the scheduled date and time for the Student Conduct Board Hearing because delays will not normally be allowed due to the scheduling conflicts of an advisor.
 - e. The Complainant, the Accused Student, and the Student Conduct Board may arrange for witnesses to present pertinent information to the Student Conduct Board. The University will try to arrange the attendance of possible witnesses who are members of the University community, if reasonably possible, and who are identified by the Complainant and/or accused student at least two weeks prior to the Student Conduct Board Hearing. Witnesses will provide information to and answer questions from the Student Conduct Board. Questions may be suggested by the accused student and/or complainant to be answered by each other or by other witnesses. This will be conducted by the Student Conduct Board with such questions directed to the chairperson, rather than to the witness directly. This method is used to preserve the educational tone of the hearing and to avoid creation of an adversarial environment. Questions of whether potential information will be received shall be resolved in the discretion of the chairperson of the Student Conduct Board.
 - f. Pertinent records, exhibits, and written statements (including Report of Accident/Incident/Safety Conditions) may be accepted as information for consideration by a Student Conduct Board at the discretion of the chairperson.
 - g. All procedural questions are subject to the final decision of the chairperson of the Student Conduct Board.
 - h. After the portion of the Student Conduct Board Hearing concludes in which all pertinent information has been received, the Student Conduct Board shall determine (by majority vote if the Student Conduct Board consists of more than one person) whether the accused student has violated each section of the Student Code which the student is charged with violating. The accused student will be notified of the board's decision within seven (7) school days.
 - i. The Student Conduct Board's determination shall be made on the basis of whether it is more likely than not that the accused student violated the Student Code.
 - j. Formal rules of process, procedure, and/or technical rules of evidence, such as are applied in criminal or civil court, are not used in Student Code proceedings.
5. There shall be a single verbatim record, such as a tape recording, of all Student Conduct Board Hearings before a Student Conduct Board (not including deliberations). Deliberations shall not be recorded. The record shall be the property of the University.
 6. If an accused student, with notice, does not appear before a Student Conduct Board Hearing, the information in support of the charges shall be presented and considered even if the accused student is not present.
 7. The Student Conduct Board may accommodate concerns for the personal safety, well-being, and/or fears of confrontation of the complainant, accused student, and/or other witness during the hearing by providing separate facilities; by using a visual screen; and/or by permitting participation by telephone, videophone, closed circuit television, video conferencing, videotape, audio tape, written statement, or other means, where and as determined in the sole judgment of the dean of students to be appropriate.

B. Sanctions

1. The following sanctions may be imposed upon any student found to have violated the Student Code:
 - a. Warning—A notice in writing to the student that the student is violating or has violated institutional regulations.
 - b. Probation—A written reprimand for violation of specified regulations. Probation is for a designated period of time and includes the probability of more severe disciplinary sanctions if the student is found to violate any institutional regulation(s) during the probationary period.
 - c. Loss of Privileges—Denial of specified privileges for a designated period of time.
 - d. Fines—Previously established and published fines may be imposed.
 - e. Restitution—Compensation for loss, damage, or injury. This may take the form of appropriate service

- and/or monetary or material replacement.
- f. Discretionary Sanctions—Work assignments, essays, campus service to the University, or other related discretionary assignments.
 - g. Residence Hall Suspension—Separation of the student from the residence halls for a definite period of time, after which the student is eligible to return. Conditions for readmission may be specified.
 - h. Residence Hall Expulsion—Permanent separation of the student from the residence halls.
 - i. University Suspension—Separation of the student from the University for a definite period of time, after which the student is eligible to return. Conditions for readmission may be specified.
 - j. University Expulsion—The Student Conduct Board can recommend to the president of the University the permanent separation of the student from the University. Only the president of Mountain State University can expel a student.
 - k. Revocation of Admission and/or Degree—Admission to or a degree awarded from the University may be revoked for fraud, misrepresentation, or other violation of University standards in obtaining the degree, or for other serious violations committed by a student prior to graduation.
 - l. Withholding Degree—The University may withhold awarding a degree otherwise earned until the completion of the process set forth in this Student Code, including the completion of all sanctions imposed, if any.
2. More than one of the sanctions listed above may be imposed for any single violation.
 3. Other than University expulsion or revocation or withholding of a degree, disciplinary sanctions shall not be made part of the student's permanent academic record, but shall become part of the student's disciplinary record. Upon graduation, the student's disciplinary record may be expunged of disciplinary actions other than residence hall expulsion, University suspension, University expulsion, or revocation or withholding of a degree, upon application to the dean of students. In situations involving both an accused student(s) (or group or organization) and a student(s) claiming to be the victim of another student's conduct, the records of the process and of the sanctions imposed, if any, shall be considered to be the education records of both the accused student(s) and the student(s) claiming to be the victim because the educational career and chances of success in the academic community of each may be impacted.
 4. The following sanctions may be imposed upon groups or organizations:
 - a. Those sanctions listed above in article IV (B) (1)(a)–(l).
 - b. Loss of selected rights and privileges for a specified period of time.
 - c. Deactivation—Loss of all privileges, including University recognition, for a specified period of time.
 5. In each case in which a Student Conduct Board determines that a student and/or group or organization has violated the Student Code, the sanction(s) shall be determined and imposed by the student conduct administrator, dean of students, or designee. In cases in which persons other than, or in addition to, the student conduct administrator, dean of students, or designee, have been authorized to serve as the Student Conduct Board, the recommendation of the Student Conduct Board shall be considered in determining and imposing sanctions. The student conduct administrator, dean of students, or designee is not limited to sanctions recommended by members of the Student Conduct Board. Following the Student Conduct Board Hearing, the Student Conduct Board and the student conduct administrator, dean of students, or designee shall advise the Accused Student, group, and/or organization (and a complaining student who believes s/he was the victim of another student's conduct) in writing of its determination and of the sanction(s) imposed, if any.

C. Interim Suspension

In certain circumstances, the dean of students, or a designee, may impose a University or residence hall suspension prior to the Student Conduct Board Hearing before a Student Conduct Board.

1. Interim suspension may be imposed only: a) to ensure the safety and well-being of members of University community or preservation of University property; b) to ensure the student's own physical or emotional safety and well-being; or c) if the student poses an ongoing threat of disruption of, or interference with, the normal operations of the University.
2. During the interim suspension, a student shall be denied access to the residence halls and/or to the campus (including classes) and/or all other University activities or privileges for which the student might otherwise be eligible, as the dean of students or the student conduct administrator may determine to be appropriate.
3. The interim suspension does not replace the regular process, which shall proceed on the normal schedule, up to and through a Student Conduct Board Hearing, if required.

D. Appeals

1. A decision reached by the Student Conduct Board or a sanction imposed by the student conduct

administrator, dean of students, or designee may be appealed by the Accused Student(s) or Complainant(s) to an appellate board within five (5) school days of the decision. Such appeals shall be in writing and shall be delivered to the student conduct administrator or his or her designee.

2. Except as required to explain the basis of new information, an appeal shall be limited to a review of the verbatim record of the Student Conduct Board Hearing and supporting documents for one or more of the following purposes:
 - a. To determine whether the Student Conduct Board Hearing was conducted fairly in light of the charges and information presented, and in conformity with prescribed procedures giving the complaining party a reasonable opportunity to prepare and to present information that the Student Code was violated, and giving the accused student a reasonable opportunity to prepare and to present a response to those allegations. Deviations from designated procedures will not be a basis for sustaining an appeal unless significant prejudice results.
 - b. To determine whether the decision reached regarding the accused student was based on substantial information, that is, whether there were facts in the case that, if believed by the fact finder, were sufficient to establish that a violation of the Student Code occurred.
 - c. To determine whether the sanction(s) imposed were appropriate for the violation of the Student Code which the student was found to have committed.
 - d. To consider new information sufficient to alter a decision or other relevant facts not brought out in the original hearing, because such information and/or facts were not known to the person appealing at the time of the original Student Conduct Board Hearing.
3. If an appeal is upheld by the appellate board, the matter shall be returned to the original Student Conduct Board and student conduct administrator for re-opening of Student Conduct Board Hearing to allow reconsideration of the original determination and/or sanction(s). If an appeal is not upheld, the matter shall be considered final and binding upon all involved.

Article V: Interpretation and Revision

- A. Any question of interpretation or application of the Student Code shall be referred to the dean of students or designee for final determination.
- B. The Student Code shall be reviewed every five (5) years under the direction of the dean of students.

ADMISSIONS POLICY

To ensure the broadest possible access to higher education, Mountain State University maintains an open-door admissions policy. Many of the University's programs have separate policies, however, and admission to some academic programs is highly competitive. Please see the Mountain State University catalog for complete admission information or contact the University's Information Center by calling 304.929.4636 or 866.367.6781.

Enrollment Agreement

Upon admission, students are assigned an ID number and password to access information on Cougar Web. Upon enrollment, students are assigned a student e-mail address and given access to the online services and resources available through Cougar Web. Students are required to review regularly e-mail accounts and Cougar Web for updates and information.

Submission of an application and enrollment at MSU represent a decision on the part of the student to accept University requirements. The university provides information to students in catalogs; on the website; and in handbooks, syllabi, and other University-approved materials. This information is not an irrevocable contract; the University reserves the right to amend the material at any time as necessary to maintain changing accreditation standards and business operations. Although University officials are available to advise students, it is each student's responsibility to comply with University policies. The MSU website contains more timely information than printed materials. Students are required to review student e-mail and the website regularly.

DISCRIMINATION, HARRASSMENT, HAZING, SEXUAL ASSAULT, AND SEXUAL HARRASSMENT

Antidiscrimination Statement

Except as necessary to fulfill a bona fide occupational qualification, Mountain State University shall not discriminate in administering its employment procedures, admissions procedures, scholarship and/or loan programs, and/or

other school administered programs on the basis of race, religion, color, national origin, ancestry, sex, age, blindness, disability, familial status, or veteran status, nor on the basis of any other characteristic that is prohibited by federal, state, and/or local law, nor on the basis of any characteristic that is prohibited by any accrediting body of Mountain State University that is not contrary to federal, state, and/or local law.

Discrimination

In the event that a student feels he/she has been discriminated against in any form, the student must file a COMPLAINT and indicate the nature of the discrimination. For the filing process, refer to Filing a Complaint in the Academic Appeals section.

Harassment

Harassment is a form of employee or student misconduct that undermines the integrity of the working and learning environment. All members of the University community are entitled to study and work in an atmosphere free of any form of harassment. As a result, it is a violation of this rule for any employee or student to engage in conduct constituting harassment.

In addition, it is also a violation of this rule to retaliate against anyone who complains of harassment.

Hazing

Prohibitions regarding hazing will include but not be limited to:

Any brutality of a physical nature, i.e., whipping; beating; branding; forced calisthenics; exposure to the elements; forced consumption of any food, liquor, drug, or other substance; or any other forced physical activity that could adversely affect the physical health or safety of the individual.

Any activity that would subject the individual to extreme mental stress, such as sleep deprivation, forced conduct that could result in extreme embarrassment, or any other forced activity that would adversely affect the mental health or dignity of the individual. Any activity described above shall be presumed to be a "forced" activity and the willingness of an individual to participate in such is notwithstanding.

This rule shall apply to acts conducted on or off campus whenever such acts are deemed to constitute hazing. Any individual or organization suspected of blatant disregard of the above hazing rules may be charged with violating the Student Code of Conduct. All proceedings will commence according to the Student Code of Conduct

Sexual Assault

Victims of any sexual offense occurring on University owned or controlled properties should immediately report the incident to the dean of students or the executive vice president of business affairs. The student will be informed of their option to notify proper law enforcement authorities and, if requested, institutional personnel will assist the student in doing so.

It is critically important that a victim who is sexually assaulted:

- Immediately seek medical attention.
- Carefully preserve all physical evidence (do not bathe or wash clothing).
- Be willing to notify law enforcement officials of the assault and be willing to prosecute.

Upon the student's request, Mountain State University will make reasonable effort to change a victim's academic and living situations after an alleged sexual assault incident. Regarding disciplinary action in cases involving sexual offenses, the accuser and the accused have the same opportunity of having others present during disciplinary proceedings. Both the accuser and the accused shall be informed of the outcome of any institutional disciplinary proceeding and any sanction that is imposed against the accused. Sanctions imposed upon final determination of an on-campus disciplinary procedure regarding rape, acquaintance rape, or other sexual offense (forcible or nonforcible) may include a formal warning, probation, suspension, or expulsion. Each academic year, Mountain State University will offer on-campus seminars on personal safety, rape prevention, dating violence, and other safety-related topics. A list of registered sex offenders living in the Beckley area or anywhere in West Virginia is available on the West Virginia State Police website at <http://www.statepolice.wv.gov>.

Referral Services

For members of the Beckley campus community who may have been a victim of sexual offense, who have substance abuse problems, or who have other issues which may require professional counseling or assistance, the following is a partial listing of facilities that provide professional, personal, and family counseling:

The Family Institute of WV
608 South Oakwood Ave.
Beckley, WV 25801
304.253.8068

FMRS Mental Health Council
101 S. Eisenhower Drive
Beckley, WV 25801
304.256.7100

Other qualified counseling professionals or organizations are provided in the Yellow Pages of the Verizon Telephone Directory.

Sexual Harassment

Sexual harassment includes any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that is unwelcome and unwanted and is directed at an individual because of his or her sex and is so severe, pervasive, and objectively offensive that it interferes with the ability of the victim to receive an education.

FACILITIES & SERVICES

Chapel

The Mary Wiseman Chapel, located in the John W. Eye Conference Center, provides a place for meditation and spiritual enrichment. The chapel is open during the conference center's hours of operation and can also be reserved for use by groups.

Parking (Beckley Campus)

The University provides parking for students in lots throughout the campus. You are required to register your vehicle with the University to obtain a campus parking permit. A separate permit from Housing and Residence Life is required to park in the Hogan Hall lot.

Parking permits are available at the registration counter in Student Services. The first permit is issued to Beckley campus students at no charge; additional or replacement permits are available for a fee.

Students with a valid permit may park in any area not reserved for faculty and staff. You may be fined or your vehicle towed at your expense if you park illegally, in a no-parking lane, or in an unauthorized space.

All students are expected to act responsibly and to respect the rights of private property owners in the area. Those who violate parking regulations are subject to disciplinary action.

Parking Policy

Scope

This policy applies to the use of the parking facilities at Mountain State University's Beckley campus by its employees and students. Mountain State University's campuses at Martinsburg, Center Township, Mooresville, and Orlando are exempt from this policy.

Mountain State University (MSU) requires that all motor vehicles, owned and/or operated by students, which park in any of the campus parking facilities, shall be registered with the Bursar's Office. Vehicles owned and/or operated by faculty and staff members shall be registered with the Office of Human Resources. This registration is done in order to obtain a student or employee parking decal.

Parking Procedures

The following information will be needed to receive a parking decal: a picture ID, vehicle plate number, model and make of the vehicle, and proof of ownership.

The first decal issued to any individual student is cost free. Decals are not transferable, and separate decals must be purchased for each vehicle registered. Decals are not valid if exchanged among and between individuals.

Additional parking decals are available for users with more than one vehicle as well as replacement decals for ones that have been stolen or lost. There is a cost of \$5 for each additional or replacement decal and shall be purchased at the Bursar's Office. The decals shall be displayed in the bottom corner of the windshield on the passenger side of the vehicle.

Residential students will be required to obtain an additional decal from the residence life coordinator. All standards that have been applied to the purchasing and the handling of the campus decal shall be applicable to the resident student decal with the exception of placement. The resident student decal shall be placed in the rear window, upper corner on the driver's side of the vehicle. Failure to register motor vehicles will result in ticketing, and/or the eventual towing of illegally parked vehicles at the owner's expense.

Guests can receive a temporary parking permit from the residence life coordinator, located in Hogan Hall at 507 South Kanawha Street.

General Parking Regulations

Motorcycles are limited to city streets and are not to be driven on sidewalks or parked at the entrance of MSU buildings.

Violations of MSU's parking policy can result in the ticketing and/or towing of the vehicle. MSU reserves the right to tow any vehicle which obstructs emergency services, illegally blocks another vehicle, or has been ticketed three or more times. All towing and storage fees are the sole responsibility of the driver/owner.

The Office of Campus Safety reserves the right to remove a vehicle from the premises in situations where the vehicle presents safety concerns, i.e. leaking fuel or any other hazardous material. The license plate number and the new location of the towed vehicle will be recorded at the Campus Safety Office. The Office of Campus Safety reserves the right to deny access to the parking facilities until proof of the vehicle's repair has been presented to the campus safety director or his representative. The owner of vehicle will be responsible for any damage to University premises and for any costs incurred by the University as a result of the condition of the vehicle.

Drivers shall park only where indicated and shall observe traffic signs. Violations of parking regulations may result in the immediate loss of parking privileges and violators' vehicles may be ticketed or towed. Tickets and towing are at the driver's risk and expense. Designated areas are to be used by permit holders only.

Bicycles are not permitted in University buildings.

Parking spaces have been allocated for disabled users whose vehicle displays a handicapped tag.

The University assumes no responsibility for loss, theft, or damages to vehicles parked in University parking, premises or rented areas.

Other than residential students and visitors, overnight parking is prohibited unless authorized in advance by the Office of Campus Safety.

Resident student parking permits allow students to park on campus 24 hours a day, seven days a week. These decals are only issued to students who live in University residence halls and are in addition to the regular student parking decal.

Residence hall parking is located in the rear of Hogan Hall and beside University Hall.

No vehicle will be granted a permit that exceeds the normal parking stall size. No trailers (including house trailers, popup tent trailers, vehicle trailers, rental trailers) will be granted regular permits nor will they normally be permitted to park in University parking lots.

Student parking decals nor faculty and staff parking tags guarantee the driver a parking space. The permit grants the driver permission to use campus parking facilities.

In exceptional circumstances, the director of security and campus operations reserves the right to authorize the use of specific parking spaces by specific individuals in University owned or rented space at his or her discretion.

The director of security and campus operations reserves the right to close parking facilities when conditions warrant and to reduce or remove parking spaces when required.

The overall responsibility for parking rests with the Office of Campus Safety. Problems should be referred to the director of security and campus operations.

Parking Citations

All student citations are sent to the Bursar's Office for assessment and collection of fines.

Parking Citation Appeals

An alleged student violator of a University parking regulation who has been issued a ticket for a monetary fine may appeal the ticket. The appeal must be in writing and must indicate the reason(s) for the appeal.

The dean of students must receive student appeals within five (5) traditional school days of the receipt of the ticket. All decisions made by the dean of students are final. If the dean of students upholds the appeal, the ticket may be altered or voided.

Citation Costs

The cost for each parking violation is \$10.00. Exceptions to this citation are handicapped parking violations, fire lane violations, and failure to obey Campus Safety. The cost of these three violations is \$25.00.

BECKLEY CAMPUS SAFETY AND SECURITY

The University works to maintain a safe environment for its students, faculty, and staff, but common-sense precautions are the most effective deterrent.

Security at Mountain State University is a coordinated effort between the Department of Campus Safety (304.929.1655 or 304.890.2722) and the dean of students (304.929.1434). The Beckley Campus Safety staff, along with local law enforcement, provides around-the-clock response to emergency issues. **In the event of an emergency situation, or if you perceive a situation to be dangerous, please call 911 immediately (9-911 from any campus extension).** The Beckley Police Department, Beckley Fire Department, and local ambulance services are all located within a mile of the campus. Anyone may report violations of University policy or standards of behavior by completing an incident report form. This form is available from the dean of students, Student Affairs, or the Residence Life Office. All incident reports are investigated and maintained by the director of security and campus operations and the dean of students. For more minor incidents pertaining to campus policy, any manager, director, chief academic officer, or executive officer may serve as an initial hearing officer.

Immediately report any incidents on campus to the Department of Campus Safety, telephone 304.890.2722 or 304.929.1655. Students should call the physical plant at 304.929.1552, or after 5pm, at 304.929.1330, for assistance other than security-related issues.

Clery Report

The 2010 Mountain State University (MSU) community consists of approximately 8,347 students plus 660 faculty and staff. The academic and administrative buildings of MSU's main campus are located on South Kanawha Street, Minnesota Avenue, and Neville Street within the city limits of Beckley, WV, which has a population of approximately 16,828 residents. As part of the City of Beckley, the University shares many of the same interests and concerns, one of which is providing a safe environment for its students, faculty, and staff. As safety and security are everyone's responsibility, your actions and behaviors can significantly reduce your risk of personal harm.

At MSU, we understand the concern everyone feels about campus safety. Our desire is for students, faculty and staff to enjoy their academic years free from threats to their safety or well-being. The purpose of this report is to share with you information relating to the safety and security of campus facilities, the offices involved in the coordination of campus safety and security, campus crime statistics, campus substance abuse policies, campus sexual assault policies, and referral services in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. Statistics are available online at www.mountainstate.edu/current/policies/crimechart.aspx or from the Student Affairs Office.

Reporting Criminal Activity and Concern

Anyone may report University policy violations or standards of behavior by completing an incident report form. This form is available from the office of the dean of students, residence life coordinator, or director of security and campus operations. All incident reports are investigated and maintained by these same listed offices. For more minor incidents pertaining to campus policy, any manager, director, senior academic officer or executive officer may serve as an initial hearing officer.

Security of and Access to Campus Facilities

Most University facilities are open to the public during day and evening hours, Monday through Friday. The Learning Resource Center, Cougar Den, and the residence halls have weekend hours. On weekends and federal holidays, most University facilities are closed and locked, admitting only faculty, staff, and/or others with proper authorization.

MSU owns several parking areas near and adjacent to campus. These lots are routinely patrolled during the day, evening, and overnight by campus safety officers. The University strives to ensure adequate patrolling and lighting in these areas.

Anyone observing a safety or security concern in any MSU facility is encouraged to contact the director of security and campus operations (304.929.1655). Efforts to ensure the safety and security of the MSU community are a top priority.

Campus Law Enforcement

Armed campus safety personnel are present on the Beckley campus during days and evenings when classes are and are not in session. They carry portable radios and cell phones (304.870.2722) from which they can place or receive calls, coordinate campus alerts, and/or respond to campus emergencies. Within seconds, they are able to respond and place emergency calls to the Beckley Emergency Operations Center or local police.

It is the duty of each of us to help keep our campus safe and to report violations of law or policy or suspicious activities to the appropriate personnel.

Safety Education and Information

At MSU, we make diligent efforts to educate the campus community about campus security procedures and practices. Part of that education is to encourage students and employees to be responsible for their own security and the security of others.

MSU sponsors programs on personal safety and security procedures and practices (e.g. sexual assault and/or harassment, fire alarms, and how to avoid being the victim of a crime). While some of these programs are workshops, fire drills are also performed, and promotional material is periodically distributed.

About the Disclosure of Campus Crime Statistics

Records are compiled from the residence life coordinator, the dean of students, the director of security and campus operations, MSU branch campuses, and the local law enforcement agencies near all MSU campuses for the purpose of reporting institutional data regarding crime statistics.

Safety and Security

The University works to maintain a safe environment for its students, faculty, and staff. A campus crime and safety log, which also includes Crime Alert notices, annual crime reports, and announcements of student development safety seminars, is available at the library reserve desk.

The University's Campus Safety Office and physical plant staff monitor the activities in academic and administrative buildings, grounds, and parking lots with a concern for safety and security. Foot and vehicular patrols of campus facilities and grounds take place 24 hours a day. The physical plant staff also regularly inspects campus facilities, makes any repairs affecting safety and security, and responds to reports of potential hazards.

Filing an Incident Report

A complaint can be filed informally or formally, but must be in writing. If an individual files an informal complaint, he/she can still file a formal complaint. Information on informal and formal complaints is kept in the Office of Student Affairs and/or the Office of Campus Safety.

Process for the orderly investigation of complaints:

- Intake Process
- Investigation
- Review Records/Fact Finding
- Determination
- Informal/Formal Complaint Process

The informal process is aimed at stopping the behavior rather than determining culpability or intent. The INFORMAL complaint must be filed in writing with the Office of Student Affairs or the Office of Campus Safety. The dean of students and/or the director of security and campus operations will listen to the complaint and discuss with the individual the expected outcome, resolutions, or plan of action.

In cases involving staff members, the appropriate supervisor will be notified. In cases dealing with faculty, the chief academic officer shall be notified.

The results of the formal complaint, if sanctions are imposed, will be placed in the Human Resources personnel file of the staff or faculty member. The Office of Student Affairs will keep a file for all student issues. If no sanctions are imposed, a record of the complaint and action will be kept and such records will be kept confidential unless a valid subpoena or court order for those records is received.

It is critical to note that students have a limited period of time in which to file a complaint. The deadline is ninety (90) days from the date of the alleged act taking place. Exceptions are granted in rare cases only when a student is able to demonstrate that the faculty or staff member prevented her/him from filing within the accepted time period.

Anyone wishing to initiate a formal complaint against an MSU student may contact the Office of Student Affairs and/or the director of security and campus operations. Both directors reserve the right to determine the most appropriate manner in which to handle each individual complaint.

Emergency Reporting

Students and faculty/ staff members are responsible for reporting any campus emergency, incident, or safety and security concern. If Campus Safety is needed, dial 304.890.2722 or 304.929.1655 and dial 911 (9-911 from campus phones) for situations that require law enforcement or emergency personnel.

Missing Resident Students

Resident students may register a confidential contact source with the residence life coordinator, who maintains a confidential list of all registered contacts. If a student is determined to be missing for a period of 24 hours, contact will be made with that student's registered contact or, if the student is under the age of 18 and not emancipated, with the student's parents.

If a student is believed to be missing:

- The complainant shall immediately call a Campus Safety officer (304.890.2722).
- The responding officer will gather all essential information about the person (description, clothes last worn, where subject might be, who they might be with, vehicle description, and any other relevant information). An up to date photograph may also be obtained to aid in the search.
- The responding officer will also gather information about the physical and mental well-being of the student.
- Additional campus staff will be notified to aid in the search for the student.
- A quick but thorough search will be conducted in all campus buildings and parking lots.
- Class schedules will be obtained for the missing student and a search of classrooms will be conducted.

If the above actions are not successful in locating the person or it is apparent from the beginning that the person is actually missing, (for example, when there is a call from the parents or guardians), the investigation will be turned over to the appropriate local law enforcement agency. At this time, they become the authority in charge and Campus Safety will assist them in any way necessary.

The dean of students or his/ her designee will be responsible for communicating with the family or relatives of the missing student.

Lost and Found

Take any items you find on campus to the director of security and campus operations (304.929.1655) at 313 South Kanawha Street. The staff will try to return the item to its owner, although the University cannot guarantee return. Mountain State University assumes no responsibility whatsoever for personal items on campus.

At this location certain information will be required in order to list missing property or to claim recovered property.

How to Claim a Lost Item

A logbook is available in which a signature is required from those wishing to list articles missing and those wishing to claim articles that have been recovered. Persons wishing to claim recovered articles will be asked to describe the article in detail, provide their name, address and phone number. All persons turning in articles or claiming articles will be required to sign a receipt and will receive a copy. Items of value such as wallets, purses, keys, backpacks, and electronic devices shall immediately be turned over to the lost and found section of Campus Safety.

Disposition of Unclaimed Articles

If lost articles include any identifying information, staff from the Office of Campus Safety will attempt to contact the owner directly. All recovered property will be secured in a locked location accessible to authorized personnel only. With the exception of campus keys, all recovered items will be held for a period of 30 days before being disposed. Campus keys will be held for a period of one week before being turned over to Physical Plant personnel for filing or redistribution. Student IDs will be turned over to the Officer of Student Services where after a period of 30 days they shall be destroyed.

Before the end of work on the last day of the 30-day time period, any person who has turned in lost property and wishes to claim the property may do so after presenting the Office of Campus Safety with his or her photo identification and signed receipt for such property. All items In Lost and Found that are not claimed within 30 days will be donated to a local charity dealing in such items.

ARAMARK DINING SERVICES

It is the goal of MSU Dining to provide high quality and satisfying dining experiences for the entire campus community and the town of Beckley. Tremendous emphasis is placed on actively measuring customer satisfaction, responding to a changing environment, and continuous improvement. MSU Dining is dedicated to helping the MSU campus thrive.

Cougar Den Dining Hall

The Cougar Den Dining Hall, located on the lower level of the Robert C. Byrd Learning Resource Center, provides a spot for eating, studying, and relaxing, as well as for social, cultural, educational, and school activities. The Cougar Den is an all-you-care-to-eat restaurant that offers freshly cooked food with stations that offer foods like pizza, grill, deli, stir-fry, salad, home cooking, desserts, and beverages. A convenience store is also located adjacent to the dining hall with salty and sweet snacks, dry and canned grocery items, ice cream, bottled beverages, and much more. The Cougar Den is open seven days a week during fall and spring semesters. Limited hours are available during summer, Thanksgiving and spring breaks. See the website for hours, menus, nutritional information, and more.

Meal Plans and Cougar Bucks

An easy way to manage what you spend on food each semester is to purchase a meal plan. With a meal plan, you will have a specific number of meals to eat at the Cougar Den each semester. Each meal plan also comes with Flex Dollars that you can use at the Cougar Den and convenience store on campus. If you are only on campus a limited number of days, you might choose to purchase Cougar Bucks, which work just like Flex Dollars. Meal plans are purchased per semester and begin on the first day of classes. Any unused meals expire at the end of each semester, and any unused Cougar Bucks roll over from fall to spring but expire at the end of spring semester. Meal plans and Cougar Bucks can for purchased in the Housing Office, 304.929.1474.

Mountain State University Dining Services**Lisa Ross – Food Service Director**

509 S. Kanawha Street

304.929.1482

lross@mountainstate.edu

UNIVERSITY BOOKSTORE

In addition to textbooks and school supplies, the University Bookstore stocks insignia items including sweatshirts, jackets, t-shirts, mugs, and umbrellas, as well as everyday needs. The bookstore accepts cash, checks, Discover, Visa, MasterCard, and American Express. The bookstore also accepts authorized charges to student accounts through the add/drop date for each course. The bookstore is located near the main campus, at 410 Neville Street in uptown Beckley. Bookstore hours are from 8am to 5pm Monday through Friday when the University is open, with extended hours during regular and late registration periods.

Bookstore customer service is also available at www.cougarshop.org as well as by telephone (304.929.1498).

At the end of each fall and spring semester, the bookstore buys back a limited number of used textbooks at retail and current market value based on needs for the following academic year. During these designated buyback periods, students are paid in cash. The bookstore also purchases textbooks at current market value daily, although these transactions result in a student account credit.

The bookstore's textbook refund policy is based on publisher requirements for returns. You should become familiar with the policy, which is available at the bookstore, before you purchase any books or supplies.

STUDENT SUCCESS

The Office of Student Success (OSS) is here to assist students as they continue through their educational pursuits at MSU. The OSS works with students to provide answers to basic questions regarding student accounts, financial aid, registration, and program information, as well as provide case management to students with more complex issues.

At times students may find themselves with a problem that they do not know how to solve themselves, and for which they are unsure of what department to contact to work toward a resolution. In these instances, the OSS representatives work as liaisons between departments to coordinate a response to a student's issue or concern.

Contact

E-mail: studentsuccess@mountainstate.edu

Phone: 866.497.4111

STUDENT SERVICES

Office of the Registrar

The Office of the Registrar provides direct support to students, staff, and faculty through services such as registering students for courses, evaluating transfer credit, scheduling, maintaining student records, and issuing academic transcripts. The Office of the Registrar also certifies that students have fulfilled all requirements for graduation.

The Office of the Registrar is located on the first floor of Benedum Center. Regular office hours are 8am to 5pm Monday through Friday.

Contact information

Graduation 304.929.1513 800.766.6067 x1513 Fax: 304.253.5072	Student Records 304.929.1677 800.766.6067 x1677 Fax: 304.253.5072
Transcript Requests 304.929.1632 800.766.6067 x1632 Fax: 304.929.1336	Registration 304.929.1679 800.766.6067 x1679 Fax: 304.253.5072

Transcript Evaluation 304.929.1590 800.766.6067 x1590 Fax: 304.253.5072	Veterans Benefits 304.929.1321 800.766.6067 x1321 Fax: 304.253.5072
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Academic Advising

Your academic advisor is your primary contact for questions concerning your program of study, course selections, change of major, academic achievement, and degree requirements. The Academic Advising Office also has personal interest surveys, career exploration materials, job demand and salary information for various occupations, and other resources for selecting a field of study.

You can access a record of your academic progress at any time with the graduation report on Cougar Web. This report identifies the hours you have earned against your degree requirements. The graduation report is an unofficial report; the Office of the Registrar conducts an official audit when you apply for graduation.

Each student is responsible for fulfilling all course, program, and graduation requirements. Advising services are available to all students. Additional information on advising services is available from the Academic Advising Office or the academic advising section of the website.

Graduation

Students must apply for graduation prior to the start date of the last semester of final degree requirements. To apply for graduation:

1. Obtain an Application Packet in any of the following ways:
 - Stop by the Graduation Office in Benedum Center on the Beckley campus.
 - See the director of student services at MSU Martinsburg, MSU Orlando, or MSU Center Township.
 - Contact the Graduation Office by phone (304.929.1513; 800.766.6067 ext 1513) or e-mail (graduation@mountainstate.edu) and ask for a packet to be mailed.
 - Download an electronic copy of the application for graduation from the MSU commencement web page.
2. Complete all of the biographical information at the top of the application. Please be sure to include the address you want all graduation correspondence to be sent to. Several documents will be sent by certified mail and may require you to pick up at the post office.
3. Consult with your academic advisor as you prepare your application. Your advisor will review your academic record and determine if you are eligible for graduation. If you are deemed eligible, your advisor will sign the advising portion of the application.
4. Once you receive your advisor's signature, you will need to pay the appropriate fee. Current fees (subject to change without notice):
 - Undergraduate/Graduate Degree \$100
 - Additional Degree \$50
 - Late Fee (Fee will be assessed if you apply after the start date of the last semester of final degree requirements.) \$50
5. Submit your application to the Graduation Office by:
 - Bringing the application to the Graduation Office in Benedum Center on the Beckley campus.
 - Submitting the application to the director of student services at MSU Martinsburg, MSU Orlando, or MSU Center Township.
 - E-mailing the application to the Graduation Office at graduation@mountainstate.edu.
 - Faxing the application to the Graduation Office at 304.929.1336.
6. Complete the exit counseling interview at www.nsls.ed.gov.

7. Complete the graduate survey.
8. Check your balance with Student Accounts. You must have a zero balance before your diploma and transcripts will be released.

Your degree will be conferred on the last day of the month in which all program requirements are completed, all grades are posted, any transfer, training and/or testing credit is completed and posted on the academic transcript, and your official end date has passed. After your degree is conferred your diploma, mini diploma, official transcript, and unofficial transcript will be mailed to you within 12 weeks.

Additional graduation information is available on the MSU website's graduation page.

ACADEMIC CONDUCT AND RESPONSIBILITY

Student Code of Conduct

All students are responsible for knowing and following Mountain State University's Student Code of Conduct, which describes the University's rules and regulations for academic honesty and personal conduct. It also describes the process through which students are charged with violations, the disciplinary sanctions that may be imposed for violations, and the appeals process. The Student Code of Conduct is available in this handbook and on the MSU website.

Academic Conduct

Students are expected to comply with the University's rules of academic conduct, which include classroom behavior as an integral part of academics. If a faculty member observes that a student is not complying with University or program academic conduct requirements, he or she is obligated to bring it to the attention of the student. Academic conduct rules apply during any program coursework. Plagiarism will result in disciplinary action that may include being barred from programs at MSU. Other consequences may be possible as well, including but not limited to the specific assignment being evaluated as a zero and calculated into the final course grade. Students may appeal this action by following the University's appeal procedure, available in this handbook and online. Academic conduct rules apply during any program coursework.

Examples of plagiarism include using material or phrasing of others without attribution; deceptive or absent citations; bibliographical references that are incorrect; and appropriation of websites or aspects thereof as if they were one's own, including cut-and-paste appropriations of other people's text. Faculty members may submit any student work to a search engine to verify legitimacy.

Examinations, Tests, and Quizzes

During examinations and other classroom work, you must not give aid to or receive aid from another student in any way that is not authorized by the faculty.

Papers, Essays, and Oral Presentations

Representing written or oral work that is not your own as original work constitutes academic dishonesty and is subject to sanction. Any direct information taken from other sources must be documented, and any sources of information, ideas, or opinions that you did not develop yourself must be clearly indicated. Faculty members may prescribe limitations on the sources that you are permitted to use. Original papers and essays submitted for one course cannot be submitted to a different instructor to satisfy the requirements for another course.

Projects and Reports

You must perform your own work, experiments, projects, research, etc. unless otherwise directed by the faculty. Faculty members may assign student work groups, but each member of the group must understand what his or her work represents.

Communications

Students are encouraged to call or e-mail the program offices and faculty members, but abusive e-mail or phone calls to the faculty, staff, or administration may lead to disciplinary action. Professional form is required in all communications.

Academic Responsibility

Students are responsible for understanding the academic rules and regulations of the University and the program in which they are enrolled. The University has procedures to check degree progress, and the program administrator, faculty, and staff are available to assist you as needed. It is your responsibility, however, to know and fulfill all requirements and to be thoroughly familiar with academic policies and procedures.

Academic and Financial Aid Sanctions

Academic and financial aid sanctions may be applied if you do not meet MSU's standards for satisfactory academic progress. See the undergraduate and graduate catalogs for details.

STUDENT AFFAIRS

The Office of Student Affairs maintains open communication and good working relationships among students, faculty, staff, and administration. Student Affairs is responsible for matters of general student welfare and student activities. The dean of students, in conjunction with the coordinator of campus life, resident life coordinator, and director of international student services, handles the overall operation of the office. Functions include orientation, student activities, student government, career services, housing, international student services, counseling, and disability accommodations. The office is always working to assist students in having a rewarding and productive experience at Mountain State University.

Student Activities

Student Affairs plans and coordinates student activities throughout the academic year.

Student Government

The Student Government Association, or SGA, acts as the official representative of Mountain State University's students and serves as a link between students and the faculty, staff, and administration. The SGA is governed by an established constitution, with officers elected by the student body. Contact the Office of Student Affairs for more information.

Student Organizations

Campus organizations bring students together for fun, service, common interests, and professional growth. Contact the Office of Student Affairs or see the student organizations section of the MSU web page for a current list of student organizations.

Procedure for Establishing Organizations and Clubs

Administrative approval of the establishment and character of student organizations is contingent upon adherence to the following procedures, rules, and regulations:

- A student organization petitioning charter on campus shall show promise of serving the academic, professional, social, or physical well being of its members and shall reflect creditably on the University.
- Student organizations shall be open to all qualified students. Qualified students shall be defined as students who are not on academic or disciplinary probation. This does not preclude an organization setting a higher academic qualification than that necessary to remain off academic probation. In the case of professional or honorary organizations, qualifications shall also include those stipulations of merit, achievement, and student status of members as shall be defined in the constitutions of those organizations.
- Student organizations shall adhere to all rules and regulations promulgated by the University and the constitution of the Student Government Association.
- Student organizations must obtain the sponsorship of an academic department or service organization of the University. There shall be at least one advisor or sponsor for each student organization or club from the full-time faculty or staff of the University.
- Student organizations shall submit a completed New Organization Registration and Current Organization Renewal form through SGA to the coordinator of campus life. Attachments to the form must include a proposed constitution and by-laws in which the following information shall be detailed: name and

- sponsorship of the organization; purpose of organization; acknowledgment of adherence to the jurisdiction of the University regulations; membership qualifications, method of selection of members, and method of termination of membership; officers, duties of officers, and method and time of elections; fees and dues; insignia; ceremonies, rituals and meetings; definition of a quorum; method of selection and duties of the faculty advisor; standing committees and their purpose; publications.
- The aforementioned constitution and by-laws must receive approval of the coordinator of campus life and the MSU Student Government Association
 - Each charter granted shall be for the duration of one (1) academic year. Charters may be extended for a subsequent academic year by decision of the coordinator of campus life and the MSU Student Government Association. Each organization will need to resubmit the proper paperwork each year before any decisions will be made. If this is not completed by the deadline the organization will no longer be recognized by the University.
 - Rules and regulations governing student organizations on campus shall be published each year.
 - A list of proposed members will be provided along with the proposed constitution at time of submission for approval. After an organization is approved, a current list of members will be furnished to the coordinator of campus life and the MSU Student Government Association
 - Responsibilities of sponsoring organization. In the event an academic department of the University or service organization desires to sponsor an organization on campus, the department chair or an officer of the organization will address a letter to the coordinator of campus life to include the following: a desire to sponsor a student organization; objectives of the student organization; an agreement to conform with University regulations for student organizations; the extent of support the sponsoring organization expects to give, such as financial support, if any, and attendance of meetings by representatives of the sponsoring organization; as well as the name(s) of the staff or faculty advisor(s) (at least one) who agree(s) to serve during the first year after the student organization has been formed.

Scheduling Student Activities

In order to schedule a student activity or event, the organization or activity chair must submit the official student activity request form, which may be obtained from the coordinator of campus life. The request form, signed by the club advisor, must be submitted to the coordinator of campus life at least two weeks prior to the proposed scheduled activity or event.

Business Procedures for Organizations

Student organizations are NOT to use the tax ID number nor the tax exemption status of Mountain State University. All student organizations are subject to local and state taxes unless the organization applies for and receives exemption from taxes or is covered by the status of a national affiliation with a parent organization.

Organizations Not Funded by the University

All organizations except those funded by the University will need to deposit their monies using their own tax ID number at a local bank. An organization may establish its own account in a local bank and formulate independent policies and procedures for depositing and withdrawing funds. The name on the bank account should be in the form of "[Name of organization] of Mountain State University." The established procedures must be followed:

- Each organization treasurer must maintain financial records, be able to verify receipts and expenditures with the Director of Student Affairs if questioned.
- All requisitions for withdrawal of funds must be approved by the organization's treasurer and sponsor/staff advisor.
- Upon disenfranchisement of an organization, its funds will be distributed to the current membership of the organization with the approval of the president of the University.
- An authorized University organization whose financial accounts have had no deposits or withdrawals for a period of two full fiscal years and has no sponsor or current membership may be disenfranchised by approval of the dean of students. Funds will be transferred to the Student Government Association account.

Monitoring Student Organizational Behavior

Student organizations are an integral part of a university experience. As such, Mountain State University recognizes a need to monitor the safety and security of such organizations both on and off campus, to the extent possible. All recognized student organizations at Mountain State University are campus based. Off-campus student organizations are not recognized and there are no recognized student organizations with off-campus residence facilities. It is University policy that at least one advisor (a full-time faculty or staff member) must be present during any activity held off-campus by a recognized student organization. During off-campus functions by recognized student organizations, the same University policies and procedures pertaining to student behavior and responsibilities apply as they would on campus.

Ambassador Scholars

The Ambassador Scholarship provides \$4,000 a year and is renewable for up to four years. Students awarded the Ambassador Scholarship represent the University at student activities and University events. To qualify, you must have a GPA of at least 3.0 as well as excellent team and leadership skills. Please contact the Office of Student Life at 304.929.1434 or deanofstudents@mountainstate.edu for an Ambassador Scholarship application.

Bulletin Boards and Flyers

All flyers must be approved by the Office of Student Affairs. Students may post flyers on bulletin boards that are placed in designated areas. Unapproved flyers will be removed at the discretion of the dean of students, student life coordinator, or residence life coordinator. Students should consult the bulletin boards regularly for information regarding student activities and other university related announcements.

Volunteer/Community Service Hours

The Office of Student Affairs must receive in writing on official letterhead proof of volunteer/community service of each currently enrolled student. The letter must include the number of hours and the type of work. Service hours should be recorded in a service log or timesheet. In addition, information from MSU program directors can also be used to notate the volunteer/community service hours of students.

At the end of each semester, the volunteer hours will be noted on the students' transcripts.

Note: Volunteer hours that result from sanctions or any type of disciplinary findings shall NOT be used towards this program. For more information, contact the campus life coordinator at 304.929.1402.

Insurance

For students who require health insurance, Student Affairs can provide information on private policies with comprehensive medical and surgical benefits. We encourage all Mountain State University students to purchase insurance. The following types of insurance are recommended or required:

Health Insurance

Health insurance is required for international students and those admitted nursing or to programs in or the Patsy H. Haslam School of Health Sciences. It is recommended for all other students. For information on purchasing health insurance, contact the coordinator of campus life at 304.929.1402 or see the campus life page on the MSU website.

Liability Insurance

Liability insurance is required of all students admitted to the medical assisting program in the Patsy H. Haslam School of Health Sciences and all senior social work students. For information on liability insurance, contact your program director.

Renters Insurance

Renters insurance is recommended for all students living in campus housing. Mountain State University is not responsible nor will accept liability for theft, loss, or damage to students' property. Contact the residence life coordinator at 304.929.1474 for further information.

ACADEMIC APPEALS

If you have questions regarding your final grade for a class, begin by discussing them with the instructor of record.

Academic Appeals Procedure (Including Grade Appeals)

Any student may utilize these appeal procedures to challenge the following University actions: a final course grade of D or F, professional probation, disciplinary probation, restitution, social probation, administrative holds, counseling, dismissal from a class, campus service, community service, mandatory referral for treatment or evaluation, suspension or dismissal from a program, suspension from the University, probation or suspension from financial aid, removal of the student from University housing, restrictions on the student regarding his/her physical presence on campus, and/or revocation of a student privilege (e.g., computer use, activity attendance, etc.).

A student may challenge such University action using the following appeal procedures:

Level One. Within five (5) business days following the student's notice of the action, the student shall meet with the initiating faculty/staff member. The student should present at this meeting a written appeal with supporting documentation (if any) explaining the basis of the appeal. The faculty/staff member will, within five (5) business days following the meeting, deliver to the student written notice that the initial sanction is either upheld or reversed, in whole or in part. If the student is unable to resolve the matter at this level, or if this discussion would be impossible or futile, the student may appeal the decision in accordance with Level Two.

Level Two. Within five (5) business days following the receipt of the appeal decision as outlined in Level One, or in the event that the student's meeting with the University employee in Level One would be impossible or futile, the student may, by certified mail, deliver a complete written appeal to the appropriate program director, chair, student services director, dean, or senior academic officer (whichever is applicable). The student's appeal must provide adequate factual allegations and appropriate accompanying documentation to support the grievance of the student.

Note: Appeals are limited on the following bases: failure on the University's part to follow its established processes; new pertinent information not available at the time sanctions/actions were issued; and the student feels sanctions were too harsh.

Upon receipt of a timely appeal from the student, the program director, chair, student services director, dean, or senior academic officer shall investigate the matter and may, within his/her discretion, require from any University employee additional documentation necessary to fairly evaluate the student grievance. Upon review and investigation of the appeal, the initial sanction may be either upheld or reversed, in whole or in part. The hearing officer shall provide written notification outlining his/her decision to the student and the faculty member or administrator within ten (10) business days of the timely receipt of the student's appeal.

Level Three. The presiding program director, chair, student services director, dean, or senior academic officer must have already rendered a decision on the matter in order for an appeal to be brought forth to the Academic Review Board. If this has not happened, the student must refer to Level Two of the appeal process.

Within five (5) business days following notice of the decision of the program director, chair, student services director, dean, or senior academic officer, the student by certified mail, may deliver a complete written appeal to the Academic Review Board.

Note: Appeals at this level are limited on the following bases: failure on the University's part to follow its established processes; new pertinent information not available at the time sanctions were issued; and the student feels sanctions/actions were too harsh.

Grade Appeals Flow Chart

Each step requires a formal written grievance by the student with supporting documentation in order to investigate and render a decision. Within 5 days of receipt a decision would be made. Internal provisions are allowed if more time is needed to respond to the student.



Petition for Academic Review

Reason for petition/exhaustion of program procedures - No student may utilize the petition procedures discussed herein unless and until all procedures offered by the relevant University program have been fully exhausted, provided however, that if the student believes that resolution of a grievance through established program procedures would be unconscionable or futile, the student may petition the chair of the Academic Review Board to waive all program procedures. The chair of the Academic Review Board may, within his/her discretion, limit, waive, or modify program procedures as he/she deems reasonable to further the mission of Mountain State University.

The Academic Review Board is an academic entity comprised of 5 (five) members. Three members shall be from the University faculty (one being the chair) and appointed by the University president. One member shall be a University administrative staff member appointed by the University president. One member shall be the president/and or designee of the MSU Student Government Association. A minimum of three members of the board (including the chair) must be present to render decisions or administer appeals.

Any petition filed in accordance with this paragraph shall be mailed, certified, addressed as follows:

Office of the President
 Attention: Academic Review Board
 Mountain State University
 410 Neville Street
 Beckley, WV 25801

If the Academic Review Board determines that the student has provided sufficient evidence to review the appeal, the Academic Review Board shall investigate the matter and may require from any faculty or staff additional documentation necessary to fairly evaluate the appeal. The Academic Review Board may uphold the Level Two decision, reverse the Level Two decision in whole or in part, or may make further changes deemed appropriate to further the University's mission. The chair of the Academic Review Board shall notify all parties in writing within ten (10) days after receipt of the appeal of the decision.

The decision of the Academic Review Board is final, except that the president of Mountain State University may, within his/her discretion, reverse or modify the decision of the Academic Review Board as necessary to further the mission of the University.

Below is the step by step process for the Academic Review Board

1. Student must submit appeal in writing (after exhausting first two levels of appeal) via certified mail to the Office of the President
2. Upon receipt, the letter is forwarded to the dean of students.
3. The dean of students will make copies and distribute the appeal to all committee members.
4. The committee chair will coordinate a meeting time.
5. The first initial step is to decide whether there's sufficient information to convene a formal hearing.
6. Once decision has been made – the student will be notified and/or an additional meeting will be scheduled.
7. It is at the discretion of the committee if they choose to ask the involved parties to attend the hearing.
8. Once the decision of the committee is made – a formal letter will be sent to the student and the dean of students.
9. Students may bring an advisor/counselor to the meeting but this individual may not speak during the proceedings.

Please note that the dean of students merely coordinates the process and does not sit in on the hearings unless specifically requested.

Note: In the event that a conflict of interest shall arise, an alternate shall be selected for the committee. In addition, it is at the discretion of the Academic Review Board to extend the time frame in reaching a decision and responding back to the student.

Letter of Objection

Following the student's receipt of the decision from the Academic Review Board, the student may submit to the dean of students a letter indicating any objection the student has to the decision of the dean of students and/or the Academic Review Board. The dean of students shall file the student's objection in the student's educational record.

Notice Regarding Time Limits

Administrators at each appeal level may extend the time limits stated in these procedures as appropriate to provide a fair and thorough review and resolution of the student grievance.

Legal Intervention

Any correspondence from a student's attorney to the University shall be addressed to:
Mountain State University
General Counsel
410 Neville Street
Beckley, WV 25801

The relevant academic officer and/or the dean of students may at his/her discretion postpone and/or reinstate the appeals process as he/she deems appropriate in the event that the student seeks formal legal intervention.

STUDENT GRIEVANCES AND COMPLAINTS

Students with a grievance or complaint are asked and/or encouraged to submit a formal statement in writing. The dean of students is responsible for responding and investigating all grievances. In many instances, the dean of students may forward the grievance or issue to the appropriate academic dean for review and follow up. Records of the grievance and the response are kept either in the form of an Excel spreadsheet database or stored in the file cabinets housed in the office of the dean of students.

Notes:

- Many programs at the University have a detailed internal procedure for responding to student complaints/grievances.
- In the event that a complaint/grievance is submitted to the President's Office, the grievance is normally sent to the University's dean of students or academic/nonacademic office for response.
- A student may file a complaint to any staff or administrative personnel at the University. Then the complaint is forwarded to the dean of students or appropriate department.
- Complaints in aggregate are forwarded to the appropriate department head or senior academic officer for review and investigation. Aggregate complaints often lead to internal changes by the University.
- Copies of complaints are often forwarded to the Office of the General Counsel.

Filing a Complaint/Grievance (Academic Issues)

Prior to filing a complaint/grievance, it is strongly recommended that an informal resolution be sought with the faculty, staff member or student in question. If this proves unsuccessful, the student is also strongly recommended to seek a resolution with the individual's supervisor, program director, or dean.

If attempts at informal resolution have not been successful, the case may then be submitted to the executive vice president of academic affairs and chief academic officer by certified mail.

Grievances/complaints must include the following information.

- Name
- I.D. Number
- E-mail Address
- Mailing Address
- Phone Number
- Name of Individual Filing Complaint

Causes of complaint (What right is claimed to have been violated and what harm has resulted?)
Facts (What evidence supports the complaint? How may this be verified?)
History (What steps have been taken previously to remedy this situation? Who has been consulted and when?)
Remedy (What solution, if any, do you seek?)
Signature
Date

Filing a Complaint/Grievance (Non-Academic Issues)

A grievance/complaint is defined as a complaint arising out of any alleged unauthorized or unjustified act or decision by a member of the University community which in any way adversely affects the status, rights, or privileges of any student. Complaints/grievances may also be filed against another student.

If you are not sure whether or not the action in question can be challenged through the grievance/complaints process, please contact Office of Student Affairs at 304.929.1434. Complaints/grievances must include the following information.

Name
I.D. number
E-mail Address
Mailing Address
Phone Number
Name of Individual Filing Complaint
Causes of complaint (What right is claimed to have been violated and what harm has resulted?)
Facts (What evidence supports the complaint? How may this be verified?)
History (What steps have been taken previously to remedy this situation? Who has been consulted and when?)
Remedy (What solution, if any, do you seek?)
Signature
Date

Confidentiality of Grievances/Complaints

To protect to the maximum extent possible the privacy of individuals who in good faith file legitimate grievances/complaints, these procedures will be considered confidential throughout initial consultation, preliminary and final review, and appeal.

THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT OF 1974 (FERPA)

The Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, sets out requirements designed to protect the privacy of student records. The statute governs access to records maintained by educational institutions and the release of such records. Further the act requires that students be advised of their rights concerning "educational records."

Notice of Rights in Regards to FERPA

The director of library services shall maintain copies of the Family Educational Rights and Privacy Act of 1974 and the federal regulations adopted pursuant to it in the library for student access and examination and to provide students with notice of their rights with respect to records maintained by the University. Additionally, Student Affairs shall ensure that all students are provided with notice of their rights under FERPA.

Employee Responsibilities in Regards to FERPA

In accordance with the provisions of FERPA and consistent with longstanding University policy, no employee of the University shall release any information on a student without the prior written consent of the student, except that employees may release records when required to do so under federal, state, and/or local law or as otherwise authorized under these policies and procedures. Any University employee who releases educational records under these procedures shall retain copies of the written authorization by the student and other documentation necessary to establish that the release of information was proper under these procedures. All employees shall become familiar with and abide by the requirements of FERPA and University policies and procedures related to FERPA.

Safekeeping of Records

The dean of students shall adopt appropriate procedures to ensure the safekeeping of all student records required by FERPA to be maintained in the Student Services Office. Any employee of the University who maintains information regarding a student shall ensure that all records are kept confidential.

Privacy

The Family Educational Rights and Privacy Act of 1974, or FERPA, protects the privacy of student records. The act governs the release of educational records and your right to view your educational records and request correction of any inaccuracy. It also covers the release of such directory information as your name, address, and telephone number, as well as the procedure for requesting that access to such information be limited. The full policy is available online at http://www.mountainstate.edu/current/policies/family_ed.aspx.

You can authorize the University to release certain educational records to specific individuals by submitting a FERPA release form to Student Services. Forms are available from Student Services or the MSU website.

Educational Records and Exceptions

Educational records are those records that directly relate to a student and are maintained by the University or by an employee or agent of the University. The University is not required to release the following records:

Sole possession records - Informal records maintained by a campus official and not revealed to anyone else (except a temporary substitute for the maker of the record) are not educational records and are therefore not subject to a student's inspection.

Security records - Records created by a law enforcement or campus security unit and maintained by the law enforcement or campus security unit are not educational records and therefore are not subject to a student's and/or parent's inspection.

Employment records - Records made regarding an individual's employment are generally not considered educational records unless the employment is contingent upon the individual attending the University as a student.

Medical records, medical and mental health records created in connection to a student's medical and/or psychological treatment. These records are disclosed only to individuals who are providing the treatment to the student and are not educational records and therefore are not subject to a student and/or parent's inspection.

Certain financial records - Some financial aid information, including financial information regarding a student's parents, is exempted from the disclosure requirement of FERPA. Contact the Financial Aid Office for additional information.

Records regarding more than one student - Educational records containing information about more than one student shall not be disclosed to one of the related students in its entirety. The University shall provide students limited access to these records only as they relate to the student requesting the information, and shall not disclose any information regarding other students to the requesting student.

Records in which student waives right to review and/or inspect - Confidential letters and recommendations associated with admissions, job placement, employment, and honors or recognition to which a student has waived his/her right of inspection and review are exempted from the disclosure requirements in FERPA.

Confidential letters and recommendations - The University is not required to permit students to inspect and review confidential letters and recommendations placed in their files prior to January 1, 1975, provided these letters were collected under established policies of confidentiality and were used only for the purposes for which they were collected.

Alumni records - Records of information regarding an individual who is no longer a student at the University are not educational records and therefore are not subject to a student and/or parent's inspection.

Rights of Students

Mountain State University students have the right to inspect their educational records within forty-five (45) days of a written request, and to have any inaccuracies corrected. University employees shall encourage students to keep their receipts, grade reports, and other communications from the University to aid in checking the accuracy of any record. Only authorized officials may enter the student records/transcript area. The dean of students shall maintain, enforce, and provide to University employees upon request procedures regarding access to student information.

Student Records. Documents supporting the application for admission and/or for transfer credit will not normally be returned to the student, nor sent elsewhere at the student's request. For example, a transcript from another college, or a high school record, will not be sent to a third institution. The student must request another transcript from the original institution. If a student can demonstrate that original transfer documents are extremely difficult or impossible to obtain, the director of admissions may release certified copies of originals to other institutions within his/her discretion.

Requests to Review Records. The dean of students/registrar and/or the custodian of an educational record shall allow only those persons discussed below who present adequate identification to review, inspect, and request explanations of a student's educational records as defined by Paragraph B above:

- The student. Regardless of the student's age, a student may review his/her records upon written request to the dean of students/registrar and/or the custodian of the records.
- A parent and/or legal guardian. A parent and/or legal guardian of a student under the age of eighteen (18) years or a student who is the financial dependent of the parent and/or guardian may review his/her child's record upon written request to the dean of students and/or the custodian of the records. The requesting parent and/or guardian shall provide adequate proof that the student is under the age of eighteen (18) years and/or financially dependent on the parent and/or guardian.
- University faculty and/or staff. University faculty and/or staff members may review student records as necessary to address the educational interests of the student and/or to conduct University operations.
- Judicial body. Student Affairs and/or the custodian of the educational records will release educational records as required in a subpoena to a court or judicial body of competent jurisdiction. Student Affairs and/or the custodian of the educational records shall promptly notify the student by certified mail of the court-ordered release of the educational records.
- Emergency personnel. Student Affairs and/or the custodian of the educational records will release educational records to emergency personnel and/or authorized governmental authorities as necessary to protect the life, health, and/or safety of a student and/or other person.

Copies and Reproduction Costs. The University shall provide a student with copies of requested records only to the extent that failure to provide said copies would effectively deny the student access to the records. The custodian of the records shall require that the student reimburse the University with reasonable costs associated with the reproduction of the records so long as the requirement does not prevent the student from exercising his/her right to inspect and/or review the records.

Directory Information. Student Affairs may publish an annual student directory that will include telephone numbers and addresses of students. Additionally, the University may disclose to third parties and/or the public additional directory information throughout the year. The registrar is the custodian of directory information. Directory information related to students includes, but is not limited to, the following: the student's name; addresses; telephone numbers; electronic mail addresses; photographs; date and place of birth; major field of study; dates of attendance and class schedules; class level; enrollment status (e.g., undergraduate or graduate; full-time or part-time); participation in officially recognized activities and sports; weight and height of members of athletic teams; degrees, honors, and awards received; and the most recent educational agency or institution attended. This list of what is included as directory information is not exclusive and may be expanded from time to time as authorized by the University's president.

Release of Directory Information. The dean of students or the director of public relations may release directory information to the following:

- Requesting party. Any party who requests directory information regarding students and who completes a Request for Release of Student Information form may be provided the information requested.
- Faculty and staff. Faculty and staff may be provided with directory information as necessary to further the operations of the University.

- Emergency authorities. Proper authorities in cases of emergency may be provided with directory information as necessary to protect the life, health, or safety of another.
- Media personnel. The University may release directory information to media personnel as appropriate to promote the athletic and/or educational achievements of students.
- Other students. The University may release directory information to students of Mountain State University as necessary to further the operations of the University.
- Other accredited educational institutions. The University may release directory information to other accredited educational institutions as necessary to further the operations of the University.

Requesting that Directory Information Not Be Released. If a student does not want directory information about him/her released without his/her consent, he/she may notify the University in writing within the first ten (10) days of the semester or term, asking that no directory information be released without his/her written consent. The University will then treat that student's information as limited-access information. The student must resubmit a request each semester so long as he/she continues to desire that the University treat directory information about him/her as limited-access information.

Request to Amend Records. A student or eligible parent, upon review of the student's educational record, may petition the dean of students to amend the record. The student shall set forth all details of his/her reason for requesting the record be amended in a written proposal following the student's review of his/her record. The dean of students shall promptly review the request with the Chief Academic Officer and shall investigate student claims as necessary to make a sound decision. The dean of students may amend the educational record as appropriate. The dean of students shall set forth his/her decision in writing within a reasonable time following receipt of the student's petition and shall indicate to the student in his/her decision the student's rights regarding an appeal. A copy of the decision will be forwarded to the appropriate Chief Academic Officer.

DISABILITY ACCOMMODATIONS

The University accommodates learning-challenged and physically disabled students and employees by providing reasonable accommodations for academic services, courses, and physical activities.

ADA – Americans with Disabilities Act – Disability Accommodations

In order to fully evaluate requests for accommodations or auxiliary aids, Mountain State University will need documentation of the disability that consists of an evaluation by an appropriate professional and describes the current impact of the disability as it relates to the accommodation request. All contact information and documentation received is kept in separate confidential files within the Office of the Dean of Students. No information concerning inquiries about accommodation or documentation will be released without written consent.

Documentation provided will be used by the Office of the Dean of Students to evaluate requests for accommodations or auxiliary aids. The evaluation process includes a yearly review of the documentation itself and in the context of the documentation on the fundamental goals and essential standards of the program, course, service, or benefit in question.

Note: It is the responsibility of each student to submit their schedule of classes to the dean of students in order to request services/accommodations.

The evaluation process will generate a list of potentially reasonable accommodations that will then be reviewed based on potential effectiveness, preferences of the requester, maximum level of integration, and the potential for an undue financial or administrative burden.

The guidelines below were developed to assist you in working with your treating professional(s) to prepare the information needed to evaluate your request. If, after reading these guidelines, you have any questions, please call the Office of the Dean of Students at 304.929.1434.

For individuals who have recently been receiving services from a public school system, the information requested would most likely be contained in the Psycho-Educational Evaluation from your most recent review. Some of the information may also be contained in an IEP, 504 Plan, or Transition Plan. You must request this information separately from your high school transcripts.

For individuals who are or have been recently receiving services from a state rehabilitation agency, much of the requested information will be contained in your most recent eligibility evaluation and/or your vocational plan.

For individuals transferring from another college, information related to your disability will not be sent with a transcript request. You must request this information separately. Additionally, the information requested by Mountain State University may or may not have been a part of your previous college's evaluation process. You should check the information against the guidelines below.

As appropriate to the disability, documentation should include:

I. A diagnostic statement identifying the disability, date of the current diagnostic evaluation, and the date of the original diagnosis. The diagnostic systems used by the Department of Education, The State Department of Rehabilitative Services, or other state agencies and/or the current editions of either the Diagnostic Statistical Manual of the American Psychiatric Association (DSM) or the International Statistical Classification of Diseases and Related Health Problems of the World Health Organization (ICD) are the recommended diagnostic taxonomies.

II. A description of the diagnostic criteria and/or diagnostic test used. The description should include the specific results of diagnostic procedures, diagnostic tests utilized, and when administered. When available, both summary and specific test scores should be reported as standard scores and the norming population identified. When standard scores are not available; the mean, standard deviation, and the standard error of measurement are requested as appropriate to the construction of the test. Diagnostic methods used should be congruent with the disability and current professional practices within the field. Informal or non-standardized evaluations should be described in enough detail that a professional colleague could understand their role and significance in the diagnostic process.

III. A description of the current functional impact of the disability and its limitation. The current functional impact on physical, perceptual, cognitive, and behavioral abilities should be described either explicitly or through the provision of specific results from diagnostic procedures. Currency will be evaluated based on the typical progression of the disability, its interaction with development across the life span, the presence or absence of significant events (since the date of the evaluation) that would impact functioning, and the applicability of the information to the current context of the request for accommodations.

IV. Treatments, medications, assistive devices/services currently prescribed or in use. Provide a description of treatments; medications; assistive devices; accommodations and/or assistive services in current use; and their estimated effectiveness in ameliorating the impact of the disability. Significant side effects that may affect physical, perceptual, behavioral, or cognitive performance should also be noted.

V. A description of the expected progression or stability of the impact of the disability over time should be included. This description should provide an estimate of the change in the functional limitations of the disability over time and/or recommendations concerning the predictable needs for reevaluation.

VI. The credentials of the diagnosing professional. Information describing the certification, licensure, and/or the professional training of individuals conducting the evaluation should be provided.

West Virginia Advocates

The West Virginia Advocates, Inc. (WVA) is the federally mandated protection and advocacy system for people with disabilities in West Virginia. WVA is a private, nonprofit agency. WVA services are confidential and free of charge. For more information, contact West Virginia Advocates, Inc., 1207 Quarrier St Ste 400, Charleston, WV 25301, telephone 800.950.5250 or 304.346.0847, fax 304.346.0867.

West Virginia Vocational Rehabilitation

Students with a qualifying physical, emotional, or other disability may be eligible for the services of the West Virginia Division of Rehabilitation, which include vocational counseling and guidance, training (with payment of costs such as books, fees, etc.), and job placement. Under certain circumstances, students may also qualify for help with medical needs, living expenses, and transportation.

For more information, contact the Division of Rehabilitation Services, 200 Value City Center, Suite 800, Beckley WV 25801, 304.256.6900, or another local Rehabilitation Services office.

INTERNATIONAL STUDENT SERVICES

The International Student Services Office serves as the primary contact for international students attending Mountain State University. The office works to assist international students in gaining admission to Mountain State University, to ensure that they are aware of immigration and governmental issues related to their status in the United States, and to serve as a liaison with the United States Citizen and Immigration Services. The International Student Services Office also provides new student orientation sessions and cultural and social activities throughout the academic year. For additional information, contact the International Student Services Office or see the MSU website.

International Workshops

International workshop positions provide part-time employment on campus to qualifying international students who are enrolled for at least 12 hours of credit and maintain an overall GPA of 3.0. Participating international students are paid the established hourly minimum wage and work 10 to 20 hours per week on campus.

CAREER SERVICES CENTER

Located in the Office of Student Affairs, the Career Services Center is the central resource for career information and practicum registration. The center provides assistance to MSU students and alumni in such areas as job searches, resumes, cover letters, career strategy, interviews, and SIGI 3 interactive career planning. Career fairs and workshop events held throughout the academic year enhance students' professional preparation and provide an outlet for employers to promote job and practicum opportunities.

The Career Services Center is located in the Student Life House on the Beckley campus, phone 304.929.1434, fax 304.252.2896; e-mail careers@mountainstate.edu. Visit the Career Services Center's section of the MSU website for current job and practicum opportunities, scheduled events, career news, and other career and practicum resources.

HOUSING AND RESIDENCE LIFE

All full-time freshmen and sophomores under 21 years old on the Beckley campus are required to live on campus unless they reside with a parent or guardian and commute daily to classes, are married, or have children. The University has two residence halls offering housing for most students, including nontraditional and international students.

Hogan Hall

Hogan Hall is a coed facility housing men and women in separate suites. Each four-person suite has two double-occupancy bedrooms that share bathroom facilities. Rooms have WiFi and hookups for telephone and cable and can accommodate microwave ovens, small refrigerators, and personal computers. It is air conditioned and wheelchair accessible. Laundry facilities are provided as well as a common area containing vending and concession machines. The building is within walking distance of the rest of the campus, downtown Beckley, and the YMCA, where all University students have a complimentary membership. Regularly scheduled bus transportation provided by Raleigh County Community Action Association is available at no charge with a student ID.

University Hall

University Hall is a coed facility housing men and women in separate suites. Each four-person quad has single occupancy bedrooms that share bathroom facilities with one other individual. Rooms have WiFi and hookups for telephone and cable and can accommodate microwave ovens, small refrigerators, and personal computers. It is air conditioned and wheelchair accessible. Laundry facilities are provided as well as a common area containing vending and concession machines. The building is within walking distance of the rest of the campus, downtown Beckley, and the YMCA, where all University students have a complimentary membership. Regularly scheduled bus transportation provided by Raleigh County Community Action Association is available at no charge with a student ID.

Housing Applications

Students who are subject to the housing requirement and others who wish to live on campus must submit a housing application to the University's Residence Life Office along with a nonrefundable room fee. All residence hall assignments are made on a semester-to-semester basis. You may request a specific roommate on your application for housing. If you do not designate a roommate, the Residence Life Office will make selections based upon the criteria you designate.

All resident students are required to purchase a meal plan.

Although there are specific check-in and check-out dates for each semester, the residence halls do remain open over Thanksgiving, during spring break, and between terms. You must notify the Residence Life Office if you wish to stay in the residence halls during one of these periods.

Students who have withdrawn from the University for any reason are not permitted to reside in campus housing, and students who are suspended or expelled for any reason forfeit their right to remain in the residence hall. Housing fees are subject to the same institutional refund policy and procedures as other University charges. Contact the Residence Life Office for information on eligibility for refunds.

All students who live on campus should become familiar with the University's housing policies and regulations, which can be found in the residence life handbook and the campus life section of the MSU website. Students are responsible for obtaining and reading this information.

ALCOHOL, ILLEGAL DRUGS, AND TOBACCO POLICY

Mountain State University is responsible for maintaining high standards in the classroom and in activities outside the classroom. All University rules, regulations, and guidelines must comply with the Higher Education Act, the Drug Free Workplace Act of 1988, Drug Free Schools Act of 1989, and federal, state, county, and local laws. The policies and procedures regarding the use of alcohol, drugs, and tobacco apply to all members of the University community and their guests. The primary responsibility for knowing and abiding by the policy rests with each individual. In addition, student athletes are subject to NAIA eligibility requirements, policies, testing, and sanctions.

The legal age in West Virginia for purchasing alcoholic liquor, wine, or beer is 21. All members of the campus community are expected to obey the law and be responsible for their own conduct. Students are not allowed to bring alcoholic beverages onto University property. Students are not to possess, use, manufacture, or traffic in any substance illegal under state or federal law or to use controlled substances illegally. Mountain State University absolutely prohibits the use, consumption, sale, purchase, transfer or possession of any controlled substance by any member of the campus community while in class or while in attendance at MSU sponsored activities.

In addition, students are strictly prohibited from being under the influence of any controlled substance while attending Mountain State University sponsored training sessions or meetings. Legally prescribed medications are excluded from this prohibition and permitted only to the extent that the use of such medications does not adversely affect the student's safety and/or the safety of others. Any student who violates this policy shall be subject to disciplinary action, which may include referral for drug and alcohol counseling and/or treatment, up to and including expulsion. Mountain State University offers alcohol and drug awareness seminars and activities every academic year, as a part of the ongoing wellness program.

Alcoholic Beverages

The legal age in West Virginia for purchasing alcoholic liquor, wine, or beer is 21. University employees and students shall obey the law and be responsible for their own conduct. For activities approved by the University, groups may make a written request to the executive director or administrator of each campus for permission to serve alcoholic beverages, approval of which must be maintained in writing by the group during the activity.

The University prohibits possession, use, or purchase of liquor, wine, or beer by persons under 21 years of age; consumption of alcoholic beverages in unlicensed public places; sale or advertisement of sale of alcoholic beverages without a license; public drunkenness and excessive drinking; providing liquor, wine or beer to an underage person; possession of alcoholic beverages in open containers in public, which includes all areas of campus unless expressly designated otherwise by MSU posting; and unauthorized parties.

Illegal Drugs

Mountain State University prohibits the use, consumption, sale, purchase, transfer, and/or possession of all illegal narcotics and/or controlled substances by any student and/or employee while on University property or while in attendance at any University-sponsored activity. In addition, students and employees are strictly prohibited from being under the influence of any controlled substance while attending MSU-sponsored training sessions or meetings. Legally prescribed medications are excluded from this prohibition, and permitted only to the extent that the use of such medications does not adversely affect the student's safety or the safety of others.

Tobacco

According to the United States Surgeon General, cigarette smoking causes more than 350,000 preventable deaths each year. Research indicates and emphasizes the extreme danger of secondary smoke to nonsmokers. In recognizing its responsibility to provide a safe and healthy environment for the University community, Mountain State University shall maintain a smoke-free environment, thereby preventing smoking and/or the use of any tobacco product by any person, including visitors, while inside the buildings and facilities of the University.

Health Risks

Mountain State University recognizes the health risks associated with the use of alcohol, illicit drugs, tobacco, and some prescribed drugs. Some of these health risks include lung cancer, low birth-weight babies, spontaneous abortions, psychological and physical addictions, brain and liver damage, paranoia and psychosis, seizures, electrolyte imbalance, mood disorders, and death. In addition, drugs and alcohol can interfere with memory, sensation, and perception, and can contribute to distorted experiences; loss of self-control; and inability to receive, sort, and synthesize information to the brain.

Education

The University strives to educate its students and employees on issues surrounding substance use and abuse. The Student Affairs Office provides an awareness program that disseminates educational/development information and planned programs. The residence life staff receives in-service training as well for programming purposes in the residence hall. Employees and/or students needing assistance may contact a representative in one of these offices. All information regarding requests for assistance under this paragraph shall be kept confidential.

Reporting and Sanctions**Student Violations**

Any employee who suspects or observes a violation of this policy by any student of Mountain State University shall immediately notify the dean of students. Students who violate the alcohol, illegal drugs, and tobacco policy shall be subject to disciplinary action in accordance with the Student Code of Conduct.

FINANCIAL AID AND BURSAR**Financial Aid**

The Financial Aid Office has established a Virtual Financial Aid Office (VFAO) to assist you in applying for Federal student financial assistance. The VFAO provides both an overview of federal assistance and a detailed guide to the application process.

The process of applying for federal financial aid is a partnership between you, the student, and Mountain State University, requiring that you complete all the forms and procedures required. The University will process your request in a timely manner, once all the necessary information has been provided.

Important Notice: The federal government has asked that MSU split all loan disbursements into two separate amounts. The national loan default percentage has increased significantly over the past year. In an effort to discourage students defaulting on loans, we must schedule one disbursement in the first half of your semester and the second disbursement in the latter half. We understand this may come as an inconvenience to you. Thank you for understanding our position as we adhere to federal guidelines.

The University staff and the staff at VFAO are dedicated to serving your needs and to helping you obtain the Federal financial assistance you need to achieve your educational goals. If you have any questions you may call the VFAO at 877.906.1723 or contact the Financial Aid Office via one of the methods below:

Email

Beckley Campus faid@mountainstate.edu	Martinsburg Campus martinsburgfaid@mountainstate.edu
Center Township Campus centertownshipfaid@mountainstate.edu	Orlando Campus orlandofaid@mountainstate.edu

Phone

Financial Aid Office (General Questions)
800.766.6067 ext3240
Office of Student Success 866.497.4111

Helpful Information

Here is a quick list of some of the numbers and information you will need throughout the financial aid process.

Virtual Financial Aid Office (VFAO)

<https://mountainstate.vfao.com>

toll-free 877-906-1723

MSU's school code (for FAFSA)

003807

MSU's OPEID number (for estimator)

00380700

Federal Student Aid Information

Center toll-free 800-4FED-AID

www.studentaid.ed.gov

Financial Responsibility

Mountain State University requires prompt payment of all student charges. Each student is responsible for paying all expenses incurred and ensuring that all account transactions are accurate. If you have a concern or discover a discrepancy, talk to a Student Accounts staff member.

General Financial Aid Information**Recipient Certification**

All loan, grant, and federal work-study applicants are required to sign an affidavit stating that all funds received through those programs will be used to meet educational costs directly related to their attendance at Mountain State University, that they are properly registered with the Selective Service or are exempt from such registration, and that they are not in default on and do not owe a refund of any federal or state financial aid program.

Disbursement

Grants and loans are disbursed by the Student Accounts Office, with half the annual award credited each semester. Work-study earnings are paid by check twice a month.

Financial Aid Refunds

When a financial aid payment or third-party payment placed on your student account creates a credit balance, the University will issue you a refund check. Refund checks are mailed by the 14th day; they are issued only by mail, direct deposit, or debit card and cannot be picked up. *For the fastest service, choose direct deposit or debit card services after completing the required information at <https://bosebill.salliemae.com/netpay/templates/485/frameset485.html>.*

Withdrawal, Dismissal, and Dropping Courses

In accordance with federal regulations, students who withdraw are dismissed, or drop courses after receiving financial aid may be required to repay part or all of their aid immediately. Aid recipients who are considering dropping a course or withdrawing should contact the Financial Aid Office before making any change in their enrollment.

Summer Students

Loan applicants who plan to attend only one summer session must enroll for at least 6 credit hours during that session.

Satisfactory Academic Progress**Standards**

To be eligible for Title IV Financial Aid (FA), a student must maintain satisfactory academic progress (SAP). Mountain State University's SAP policy is the same for students not receiving Title IV aid. The SAP policies used in determining eligibility for Title IV funding are the same as the academic policies that are used in determining academic sanctions.

The chief financial officer, the director of financial aid, and the registrar are responsible for reviewing the SAP policy used to determine both Title IV eligibility and academic sanctions. The policy is reviewed and approved annually. Mountain State University Standards of Satisfactory Academic Progress measure a student's performance in the following three areas: completion rate, cumulative grade point average (GPA), and maximum time frame. The University is responsible for ensuring that all students who receive federal, state, and institutional financial aid are meeting these standards. Academic Progress Standards apply to all financial assistance programs.

The following are considered when evaluating a student's Satisfactory Academic Progress:

- Withdrawals, incompletes, and failures are considered attempted but not earned hours.
- Passing credits for pass/fail courses are considered attempted and earned hours; failing grades in pass/fail courses are considered attempted but not earned.
- Repeated courses are included in the calculation of both attempted and earned hours.
- Audited courses and those taken in the English as a Second Language (ESL) program are not considered credits attempted or earned.
- Only transfer work of a C or better that applies to the program of study will be accepted as a pass credit at MSU as both attempted and earned. Any transfer credits of W, F, or D on a student's transcript do not count in the calculation of either attempted or earned hours.
- Credits taken during a consortium agreement with another institution will not be considered as attempted unless transferred into MSU. Any student taking consortium credits at MSU from another institution will be considered in Satisfactory Academic Progress standards.
- Coursework not receiving a grade at the end of the course will be given a WIP (work in process). Registration will automatically turn WIP's into grades of F if grades aren't posted within sixty days after the last day of the course.
- Credits that are forgiven as part of the academic forgiveness options will remain as part of the GPA and attempted/earned calculations for SAP purposes. Thus note that a student will have a different GPA in determining financial aid eligibility.

Definitions

Financial Aid Warning – is a status assigned to a student who fails to make satisfactory academic progress at the end of a payment period. Students placed on Financial Aid Warning will be able to receive financial aid for one semester subsequent to the semester they were given the status of Financial Aid Warning.

Financial Aid Probation – is a status assigned to a student who was previously placed on Financial Aid Warning and did not meet the standards of academic progress. Students placed on Financial Aid Probation are not eligible to receive financial aid; however, they may file an appeal. If the appeal is granted and a personal academic plan is developed funds can be disbursed for the semester the student was placed on Financial Aid Probation. For the payment period subsequent to the Financial Aid Probation semester, financial aid funds will be disbursed only if the student is meeting Standards of Academic Progress or their personal academic plan developed by an MSU advisor.

Termination of Aid - Students who are placed on probation and do not file an appeal or if the appeal is not approved will have their aid eligibility terminated. This means during those semesters they will not receive aid.

Completion Rate - The rate of progress expected of students toward completion of their degree requirements.

Maximum Time Frame - Maximum amount of time that a student has to complete degree requirements.

Satisfactory Academic Progress - Successful completion of degree requirements according to published increments that lead to degree completion with published time limits.

Example of Applying SAP: Student is enrolled in a four year academic program. At the end of year two if the student's completion rate and cumulative grade point average do not meet SAP they are issued a status of Financial Aid Warning. Students placed on Financial Aid Warning will be able to receive financial aid for one

semester subsequent to the semester they were issued the status of Financial Aid Warning.

If at the end of the Financial Aid Warning semester the student is not meeting SAP the student is given the status of Financial Aid Probation. Students who are on Financial Aid Probation are not eligible to receive financial aid; however, they may file an appeal. If the appeal is approved and at the end of the semester the student was on Financial Aid Probation and is meeting SAP financial aid will be disbursed. The Financial Aid Appeal Form can be found on the MSU Website under Financial Aid Quick Links.

Financial Aid Student Rights

As a recipient of federal student aid, you have certain rights, including the following:

- You have the right to know what financial aid programs are available at Mountain State University.
- You have the right to receive a listing from the Financial Aid Office of the agency in each state you may contact regarding grants available to residents of that state.
- You have the right to know the deadlines for submitting applications for each of the financial aid programs available.
- You have the right to know how financial aid will be distributed, how decisions on that distribution are made, and the basis for these decisions.
- You have the right to know how your financial need was determined.
- You have the right to know what resources (such as parental contribution, other financial aid, your assets, etc.) were considered in calculation of your need.
- You have the right to know how much of your financial need, as determined by the institution, has been met. You have the right to request an explanation of the various programs in your student aid package.
- You have the right to know your school's refund policy.
- You have the right to know what portion of the financial aid you received must be repaid and what portion is grant aid. If the aid is a loan, you have the right to know the interest rate, the total amount that must be repaid, the payback procedures, the length of time you have in which to repay the loan, and when repayment is to begin.
- You have the right to know how the school determines whether you are making satisfactory academic progress and what happens if you are not.
- If you have a loan and the lender transfers the right to receive payments ("sells" the loan), you must be sent a notification telling you to whom you must now make payments.
- Lenders must provide you with a copy of the complete promissory note.
- You have the right to prepay a loan without penalty. This means that you may at any time pay in full the loan balance and any interest due without being charged a penalty by the lender for early payment.
- If you cannot meet a loan repayment schedule, you may request forbearance from the lender under which the payments may be reduced for a specific period of time.

Financial Aid Student Responsibilities

As a recipient of federal student aid you have certain responsibilities, including the following:

- You must complete all application forms accurately and submit them on time to the right place. You must reapply annually for financial aid.
- You must provide correct information. The intentional misreporting of information on financial aid application forms is a criminal offense that could result in indictment under the U.S. Criminal Code.
- You must return all additional documentation, verification, corrections, and new information requested by either the Financial Aid Office or the agency to which you submitted your application.
- You must notify the Financial Aid Office of any financial aid received from sources outside the University.
- You are responsible for reading and understanding all forms that you are asked to sign, as well as keeping copies of them.
- You must accept responsibility for all agreements that you sign.
- You must perform the work that is agreed upon in accepting Federal Work-Study (FWS). Even though you may be eligible for FWS, no student is guaranteed a job. Jobs are based on the University's award of federal funds and job availability. An FWS award is an opportunity to seek, interview for, and obtain a campus work-study job in the same way that a job is obtained under normal circumstances.
- You should be aware of the school's refund policy.
- You must be aware of and comply with the deadlines for application or reapplication for aid.
- All schools must provide information to prospective students about the school's programs and performance. You should consider this information carefully before deciding where to attend school.
- If you have a loan, you must notify the lender if any of the following occurs before the loan is repaid:

graduation, withdrawal from school or less than half-time attendance, change of address, name change (maiden name to married name, etc.), or transfer to another school.

- You must repay your loan in accordance with the repayment schedule.
- You must notify the lender of any occurrence that may affect your eligibility for a deferment.
- You must notify the Financial Aid Office of changes in your family's financial situation or your financial situation.
- You must contact the Financial Aid Office before registering for extended and distance education classes. Even though you are given four months to complete these classes, some financial aid programs require completion in a shorter period of time.
- You must use the proceeds from your financial aid disbursement for educational purposes only.

LIBRARY

Computer Laboratory

An open computer laboratory located in the library of the Beckley campus provides access to work stations, a variety of current software, and two laser printers (one color). Computers may be used for both research and classroom assignments. For information on branch campus computer resources, see a campus representative.

Library and Learning Resources

The University's library is located on the second floor of the Robert C. Byrd Learning Resource Center. Library holdings currently include more than 95,500 books and videotapes and 152 print periodical subscriptions as well as extensive electronic resources. Tables and carrels are available for research and study, and the Library Services staff provides professional assistance to the University's students, faculty, and staff. Holdings are shelved in open stacks and can be easily searched and accessed through Cougar Catalog, the library's online catalog. More than 7,000 periodicals dated from 1987 to the present are available in print or electronically.

Internet access on all computers allows students to easily search the automated catalogs of the Library of Congress and other libraries worldwide. The general public is invited to use the library, although public patrons are required to check out materials through the interlibrary loan department of a public library, and computer use is limited to research.

Electronic Resources

The library subscribes to a number of databases, full-text electronic journal indexes, and other electronic resources that are available from on or off campus. Students and faculty members in any geographical area can access these resources, thus providing library materials to students not able to visit the physical library on the main campus.

Electronic resources include the following materials:

- **Ebscohost** contains 25 separate subject-specific databases that can be searched individually or all at once: Academic Search Premier, AltHealth Watch, Business Source Premier, Business Source Elite, CINAHL Plus with full text, ERIC, Funk and Wagnall's New World Encyclopedia, Health Source Consumer Edition, Health Source Nursing/Academic Edition, Health Technology Assessments, Library and Information Science and Technology Abstracts, MasterFILE Premier, Medline with Full Text, Newspaper Source, NHS Economic Evaluation Database, Primary Search, PsycARTICLES, PsycINFO, Regional Business News, the Serials Directory, GreenFILE, and TOPICsearch.
- **ProQuest** contains 32 separate databases that are searched all at once by default, although they can also be searched individually if desired. Databases included are ABI/INFORM Dateline, ABI/INFORM Global, ABI/INFORM Trade and Industry, Accounting and Tax, Banking Information Source, Canadian Newsstand, Career and Technical Education, CBCA Complete, Criminal Justice Periodicals, Dissertations and Theses, Hoover's Company Records, Nursing and Allied Health Source, Pharmaceutical News Index, ProQuest Asian Business Reference, ProQuest Biology Journals, ProQuest Central, ProQuest Computing, ProQuest Education Journals, ProQuest European Business, ProQuest Family Health, ProQuest Health and Medical Complete, ProQuest Military Collection, ProQuest Newspapers, ProQuest Psychology Journals, ProQuest Religion, ProQuest Science Journals, ProQuest Social Science Journals, ProQuest Telecommunications, Research Library, and Snapshot Series.

- **StatRef Electronic Medical Library** provides Web-based searchable access to 23 medical texts: Basic and Clinical Pharmacology, Color Atlas and Synopsis of Clinical Dermatology, Current Medical Diagnosis and Treatment, Current Diagnosis and Treatment in Emergency Medicine, Current OB/GYN Diagnosis and Treatment, Current Pediatric Diagnosis and Treatment, Current Surgical Diagnosis and Treatment, Davis's Drug Guide for Nurses, DSM IV-TR, DrugPoints, EKG Plain and Simple, Family Medicine, Foundations of Nursing Research, Geriatric Medicine, Harrison's Principles of Internal Medicine, Medication Errors, Merck Manual, of Diagnosis and Therapy, Nurse's Pocket Guide, Oxford Handbook of Anesthesia, Pharmacology for Nurses, Principles of Surgery, Stedman's Dictionary, Stein's Internal Medicine, Smith's General Urology, and Textbook of Regional Anesthesia and Acute Pain Management.
- **SIRS Knowledge Source** provides full-text access to articles dealing with a broad range of social issues from both domestic and international periodicals.
- **NewsBank** provides full-text access to articles from national and international newspapers and wire services as well as NewsBank Maps.
- **Westlaw** is a legal database with access to federal, state, and tax cases, statutes, and rules, as well as legal periodicals. The KeyCite feature tracks the history of a law or case to see if it is still in good legal standing.
- **Encyclopedia Britannica Online** provides access to the electronic version of Encyclopedia Britannica, Merriam-Webster Collegiate Dictionary, and the Collegiate Thesaurus.
- **Serials Solutions** allows for journal title searches of all the library's print holdings and electronic periodicals databases.
- **Ebscohost eBooks** contains more than 400 titles in a wide variety of subjects.
- **R2 Library** contains more than 50 nursing and allied health e-books as well as a medical dictionary and drug information.
- **Gale Virtual Reference Library** is a collection of electronic books covering various subject areas.
- **Credo Reference Library** provides access to electronic reference books in all subject areas. This serves as an alternative to providing a physical reference library to each satellite campus.
- Business financial and directory information resources include **ReferenceUSA**, **Hoover's**, **Standard and Poor's NetAdvantage**, and **Gale Business and Company Resources**. Standard and Poor's and the Gale databases also provide journal articles on the businesses covered, whereas the others mainly just provide directory information for small and large businesses.
- **Global Road Warrior** provides business, economic, and cultural information on countries.
- **World Vital Records** provides census and military records, etc.
- **Nursing @Ovid** searches nursing and allied health periodicals.
- **Access Newspaper Archive** searches 3,748 newspaper titles. It is the world's largest archive of online newspapers, dating back to the 1700s. It is an excellent resource for students looking for local information.

Accessing Library and Learning Resources from Off Campus

In addition to the resources on campus, Mountain State University provides library and learning resources to students in distance learning and independent studies programs, including the services of an academic resource librarian who specializes in distance learning resources. When you register, you will receive information on applying for access to the library's online resources, contact information for the academic resource librarian and other library staff members, step-by-step instructions for using University databases and checking out library materials, and information on strategies for conducting online research.

Identification Cards

All new students are required to obtain an identification card, and returning students must validate their ID for the current term. You must have a valid ID to check out materials from the library and to use the computer lab and other University services.

The ID card service is located in the library. You must present your schedule for the current semester and some form of identification that includes a photo to obtain an ID card. For returning students, validation stickers are available at the Student Services registration counter.

Students enrolled in distance education programs can obtain a student ID by completing the online Distance Education and Library Card Application on the MSU website. .

Photo ID Policy

I. Purpose

To establish a policy covering issuance, replacement, return, and wearing of identification cards (IDs) for faculty, staff, and other authorized personnel who have a working relationship with the University.

II. Accountability

Under the direction of the executive vice president of business affairs, the Office of Human Resources shall ensure compliance with this policy. The senior officer for human resources in conjunction with the director of security and campus operations shall implement this policy.

III. Definitions

A. **Regular IDs:** Photo IDs with white backgrounds and black lettering, issued to all faculty and staff

B. **Temporary IDs:** White backgrounds with blue lettering without a photo, bearing the word VENDOR, will be issued to all vendors, while white backgrounds with red lettering with the word VISITOR will be issued to all visitors. All faculty and staff members conducting business with visitors or vendors that will require them to be on campus for a substantial time, shall direct them to the Welcome Center where they will be issued an ID tag.

IV. Policy

University IDs are issued to faculty, staff, and other authorized personnel who have a working relationship with the University (for Example, vendors, consultants and contractors) upon completion of specific authorization and verification procedures outlined in this policy.

A. Requirements:

1. University IDs are issued by the director of library and technology resources in accordance with the guidelines and procedures in this policy.
2. The individuals receiving the IDs are required to wear them at all times while on University premises. The preferred manner in which the IDs should be worn is around the neck, affixed to a lanyard unless safety issues dictate otherwise. This is to facilitate easy visual inspection and verification of the incumbents' authorized presence.
3. The individuals receiving the IDs are required to turn in their IDs upon separation or termination of their authorized association with the University.
4. Individuals issued IDs have the responsibility to immediately notify their department head, Department of Library and Technology Resources, and Campus Safety in the event that their ID is lost or stolen.
5. The IDs will be replaced free of charge in case of changes in the incumbent's name, title, department, or damage from regular wear and tear. Stolen IDs will be replaced free of charge if the individual provides a police report to the Department of Library and Technology Resources. Replacement of IDs under all other circumstances, including loss or misplacement will be made by the Department of Library and Technology Resources office upon receipt of cash, check, or money order in the

amount of \$5.00 and accompanied by the appropriate authorization.

6. It is the responsibility of the department head to enforce the wearing of IDs by individuals in their department. Any staff member who repeatedly fails to display an ID will be subject to the appropriate action as outlined in Section IV.C. of this policy.
- B. Responsibilities:
1. The Department of Library and Technology Resources is responsible for
 - a. Verifying that requests to issue IDs are properly approved and that all eligibility criteria are met;
 - b. Verifying individual identification, e.g. driver's license, birth certificate, photo credit card, etc. A current ID is an acceptable proof of individual identification;
 - c. Maintaining inventory control and accurate records of all IDs issued, returned, etc.;
 - d. Issuing new or replacement ID cards to all authorized personnel.
 2. Department heads are responsible for:
 - a. Ensuring that individuals within their department wear their IDs on University premises at all times.
 3. Department of Campus Safety is responsible for:
 - a. Ensuring that all persons issued an ID wear it while on University premises; and
 - b. Collect IDs from individuals upon their termination or separation from the University.
 4. ID card holders are responsible for:
 - a. Wearing ID cards at all times on University premises;
 - b. Reporting lost or stolen ID cards to their department heads and to Campus Safety;
 - c. Turning in ID cards upon separation or termination from the University.
 5. Action for Noncompliance: Citations may be issued.

TESTING CENTER

The Testing Center serves as the centralized area on campus for many types of testing for students. The Testing Center administers exams for math and English placement, independent study, and MSU challenge exams. In addition, the Testing Center serves as a nationally recognized testing site for the following exams available to the public:

- LSAT (Law School Admissions Test)
- PCAT (Pharmacy College Admissions Test)
- TOEFL (Test of English as a Foreign Language)
- AMT (American Medical Technologists certification exam)
- DREMT (National Registry of Emergency Medical Technicians)
- MAT (Miller Analogies Test – for admission to graduate school)
- ACT (for undergraduate admission)
- DANTES (for testing out of courses)
- CLEP (for testing out of courses)

The Testing Center is located in Wiseman Hall on the Beckley campus. Hours of operation during the academic year are 8:30am to 7pm Monday through Thursday and 8:30am to 5pm on Friday. Summer hours are 8:30am to 5pm Monday through Friday.

Students are required to schedule exams one business day in advance and present a photo ID at the time of the appointment for verification of identity. Appointments may be scheduled in person at the Testing Center or by calling 304.929.1333.

ALUMNI

Alumni Association

The mission of the MSU Alumni Association is to encourage a spirit of loyalty, pride, and commitment among the alumni and students of Mountain State University, and to promote a mutually beneficial relationship between the University and its alumni.

Every graduate of Mountain State University is considered a member of the MSU Alumni Association. The association also extends membership to nongraduates who have successfully completed at least one semester or a total of 12 credit hours at Mountain State University, The College of West Virginia, or Beckley College. The Alumni Advisory Council, the governing body of the MSU Alumni Association, works to accomplish the following goals:

- Developing programs that foster fellowship among alumni.
- Providing information to alumni about University programs and activities.
- Assisting in University fundraising efforts.
- Assisting in student recruitment.
- Recognizing distinguished alumni career and service achievements through the MSU Alumni Hall of Fame awards program.

In the belief that students use their MSU education to achieve success, the alumni association provides opportunities to share experiences with the University's current students, faculty, and staff. For more information, contact Alumni Relations in the Office of University Advancement at 304.929.1338 or alumniassociation@mountainstate.edu.

Scholarships

Scholarships are gifts of money to pay educational expenses. They do not have to be repaid. Scholarships are awarded on the basis of academic merit, financial need, or both. Most scholarships have specific criteria regarding program of study, residence, community service, high school attended, grade point average, etc.

Students who wish to be considered for a scholarship award must submit a gift scholarship application, available on the MSU website. Awards are made in May (for fall semester) and November (for spring semester). Applicants who are selected for a scholarship are notified by mail. Scholarships must be accepted in writing within 10 days of notification. If selected, you will also be required to provide a thank-you letter for the sponsor of your scholarship. Deadlines for applications are posted on the mountainstate.edu/gift-scholarships web page. The MSU scholarship committee, which is made up of faculty, staff, alumni, community leaders, and administration representatives meets twice per year and make awards for spring and fall terms.

Scholarship recipients are required to be enrolled full time, maintain a GPA of at least 3.0, have a completed FAFSA and online interview on file with the Financial Aid office, and notify the Advancement and Financial Aid Offices of any change in name or address as well as any additional funds they receive from other sources. They must also notify the Financial Aid Office if they intend to withdraw from classes. Withdrawal from classes may require that some of the scholarship funds be repaid and may also affect future scholarship awards.

University merit-based scholarships

The following merit-based scholarships are available to Mountain State University students: These scholarships are managed by the Financial Aid office, except for the Ambassador scholarship, which is managed by the Office of Student Life.

- Ambassador Scholarship
- Presidential Scholarship
- Salutatorian Scholarship
- Trustee Scholarship
- Valedictorian Scholarship

The Ambassador Scholarship requires a separate application, which is available upon request from the Office of Student Affairs or on the MSU website.

Matching scholarships - MSU matches up to \$250 a semester for selected civic and organizational scholarships.

Contact the Financial Aid Office for a list of eligible scholarships.

The University will match any scholarship awarded by the Ruritan National Foundation for students attending MSU. Application for these scholarships is made through Ruritan.

Gift scholarships - Gift scholarships are awarded on the combined basis of merit and need, subject to donor participation. These scholarships require a completed application, available on the MSU website.

OFFICE OF VETERANS AFFAIRS

Veterans Benefits

The courses of study at Mountain State University have been approved for U.S. Department of Veterans Affairs benefits by the West Virginia Higher Education Policy Commission, the State of Florida Department of Veterans Affairs State Approving Agency, the State of North Carolina, and the Commonwealth of Pennsylvania. All students receiving these benefits must comply with certain academic standards to receive educational benefits.

Eligible veterans can apply to the Department of Veterans Affairs for educational benefits after they have been accepted for admission. Veterans benefit applications are available in the campus Veterans Certifying Official's office or online at www.gibill.va.gov.

All students wishing to receive VA Education Benefits while attending Mountain State University must submit the MSU VA Enrollment Form each semester before a VA enrollment certification will be processed. The MSU VA Enrollment Form can be submitted online or is available in the campus Veterans Certifying Official's office.

Campus Veterans Certifying Officials

- MSU Beckley Campus, and All On-line and Independent Study (IS) programs
Veterans Services Office
Jennifer Lamb – Director of Veterans Services
Robert Hubman – Veterans Coordinator (*main contact for this campus*)
Mountain State University
410 Neville Street
Beckley, WV 25801
800.766.6067 ext. 1321 or 304.929.1321
Fax: 304.461.3263
veterans@mountainstate.edu
- MSU Center Township
Brittney Golden
Office Manager
Mountain State University
1 Campus Drive
Monaca, PA 15061
724.774.2400
Fax: 724.774.2541
bgolden@mountainstate.edu
- MSU Martinsburg
Mary Maupin
Financial Aid Counselor
Mountain State University
University Center
214 Viking Way
Martinsburg, WV 25401
888.612.7800
Fax: 304.263.4674
mmaupin@mountainstate.edu

- MSU Mooresville and MSU Hickory Center
Dallas Bragg Executive
Director Mountain State
University
Catalina Bay at Lake Norman
517 Alcove Road
Mooresville, NC 28117
704.664.3343
dbragg@mountainstate.edu
- MSU Orlando
Carmen Bernard
Student Services Coordinator
Mountain State University
151 S. Wymore Road, Suite 200
Altamonte Springs, FL 32714
407.774.6200
cbernard@mountainstate.edu

Veterans Educational Benefits Programs

- Chapter 30 – Montgomery G.I. Bill
- Chapter 31 – VA Vocational Rehabilitation Program
- Chapter 33 – Post 9/11 GI Bill
- Chapter 35 – Dependent Education Assistance Program
- Chapter 1606 – Montgomery GI Bill Selected Reserve
- Chapter 1607 – Reserve Education Assistance Program

The Veterans Administration (VA) website, www.gibill.va.gov, offers descriptions and eligibility requirements for these programs. Additional questions about eligibility can be answered by contacting the VA at 888.442.4551

Dual Majors

Dual majors are allowed while using VA education benefits. Be sure to provide necessary documentation to your campus VA Certifying Official to receive proper credit for all courses.

Enrollment Status

VA students taking cohort or online classes may be required to be enrolled in more than 12 credit hours to be considered full time. The VA calculates full time based on the number of hours over the length of the semester. When a semester goes beyond 18 weeks, enrollment status may change. The VA Certifying Official reports the beginning and ending dates for the semester and the number of hours enrolled. The VA then calculates enrollment status of full time, three-quarter time, etc.

VA students must report any changes in enrollment to the contact person on the appropriate campus within seven days of registering for additional courses, dropping courses, or withdrawal. Failure to report this information can lead to overpayments. If an overpayment occurs, you will be required to refund the money to the VA.

Change in Enrollment Status

VA students should also be aware that drops or withdrawals from a class might require repayment of funds awarded for the class. If there is a special circumstance involved in the drop/withdrawal, the student is responsible for contacting the VA Certifying Official so it can be reported to the VA. Examples would be illness, accident, deployment, and other situations beyond the student's control.

If you have any questions about what a schedule change will do to your benefits please contact your campus Veterans Certifying Official **before** processing any paperwork.

If you are deployed, call your campus contact immediately.

General Information for Chapter 30, Chapter 1606, or Chapter 1607 recipients

VA students receiving benefits under Chapter 30, Chapter 1606, or Chapter 1607 must verify enrollment each

month under a program called Web Automated Verification of Enrollment (WAVE). This can be done via the Internet (www.gibill.va.gov/wave) or by calling 1.877.823.2378. Failure to verify each month will result in the VA holding the monthly benefit payment.

ONLINE AND INDIVIDUAL LEARNING

Services and Resources for Off-Campus Learners

The University works to ensure that students pursuing distance learning options receive the same degree of support and access to resources as campus-based students. In general, policies apply equally to distance learners and campus-based students, although some processes differ. Contact the Office of Online and Individual Learning if you have special needs or questions.

Distance learning is education delivered to locations away from the classroom. Distance learning can supplement or replace traditional classroom education through the use of instructional television, computer or web-based training, and numerous other technologies. Distance learning makes professional development accessible to students who work during traditional classroom hours. Through flexible learning schedules, students can learn at their own pace and at a time and place that is convenient for them. Distance education also makes learning accessible to the disabled and others who are not able or cannot afford to come to a traditional college campus for their education.

Mountain State University offers online courses and degrees via the Blackboard learning management system.

Verification for Online Study

Once you have accessed your course syllabus, you will need to verify that you are participating in the course by logging in to the provided web address.

Failure to verify participation in the class within 10 business days of the course opening could result in being dropped from the class and any financial aid received could be affected.

Extensions for Independent Study (IS)

Students can take up to four months to complete each IS course, with up to two one-month extensions allowed.

All students requesting a one-month extension and paying an extension fee will be granted a one-month extension for. The Registration Office will be responsible for approving extensions for all independent study students.

Extensions must be processed and paid for on or before the original four-month completion date. If you require additional time, you can purchase an additional 30-day extension. **You may not charge IS extension fees to your student account.**

Students will be allowed to withdraw during an extension period (up until the new extended completion date). The University advises financial aid recipients to speak with the Financial Aid Office prior to requesting an extension.

The extension is granted from the day of the original completion date (i.e., for an original completion date of 8/12/11, a one-month extension gives a new completion date of 9/12/11). The University will not make exceptions.

Students requesting an extension may download the form from the MSU website and submit according to the directions.

Technical support is available by calling 304.929.1496 or 800.766.6067 ext 1496 Monday through Friday between 7am and 9pm Eastern, or by e-mailing elarningsupport@mountainstate.edu.

Drop Period for Independent Study (IS)

The drop period for independent study is ten business days from the date of registration. After the drop period, you can withdraw from the class but will be held responsible for all tuition and fees.

Withdrawal from Independent Study (IS)

A request for withdrawal from independent study courses MUST be processed PRIOR to the completion date. To withdraw from an IS course, the student must request a withdrawal permit and submit the completed and signed

permit to the Registration Office PRIOR to the assigned completion date. Withdrawals are not effective until all completed paperwork has been received in the Registration Office for processing.

There is **no refund** for students who withdraw from cohort, independent study, or online courses unless you withdraw from all courses AND you have received financial aid. If you have any questions, please contact Student Accounts. Also remember that your level of registration may affect your financial aid. Therefore, you may wish to also contact the Office of Financial Aid before withdrawing from any class.

Contact Information

- Distance Learning Assistant.....800-766-6067 ext 1688
- Independent Study Specialist.....800-766-6067 ext 1628
- Independent Study Curriculum Coordinator.....800-766-6067 ext 1397
- Director of IS Business & Technology.....800-766-6067 ext 1557
- Director of IS Arts & Science.....800-766-6067 ext 1318
- Dean of Online & Independent Study.....800-766-6067 ext 1356

HYBRID STUDY

Available for selected programs and courses at MSU Martinsburg, hybrid study incorporates a range of methods to create a guided learning experience. Hybrid study combines such elements as DVD lectures, films on demand, online video clips, and other electronic resources, along with group interaction in discussions and projects.

Courses are self-paced and available in 8- or 16-week terms, with full- time on-site facilitators to provide assistance and guidance. In addition, students may communicate with the instructor of record by phone, e-mail, the MSU online Blackboard system, and campus interactions.

For information on hybrid study courses contact the Martinsburg campus at gomsu@moutainstate.edu, 304.596.5600, or toll-free 888.612.7800

TECHNOLOGY

E-mail Service

All registered students are automatically assigned an MSU e-mail address. Information on student e-mail account access is available on the Current Students section of the website.

Your MSU e-mail account is used for University notifications in such important areas as registration, financial aid, and graduation, as well as for correspondence from instructors. It is your responsibility to check your account regularly.

Student E-mail Guide

<http://mail.msucougar.org>

The username will be your **Firstname.Lastname** (note the period in between) and the password is your student ID number.

You will be expected to use your student e-mail account for all school related matters. Please check your account regularly.

Mandatory Fee for All Students

There will be a mandatory and nonrefundable \$5.00 one-time fee charged to all enrolled student accounts for the creation and maintenance of your student e-mail account. There will be no additional charge as long as the account is accessed at least once every ninety (90) days. The e-mail account will be cancelled due to inactivity or suspended because of withdrawing or graduated from MSU. There will be a new \$5.00 charge to re-open and re-activate the account. The msucougar.org e-mail accounts are for active students only and not for alumni.

Newly Enrolled Students

Your MSU student e-mail account will become active 24 to 48 hours after registering for classes. Email accounts are

not created and activated while being preregistered.

Your e-mail address will be Firstname.Lastname@msucougar.org

Cougar Web Student Guide

<http://online.mountainstate.edu>

Registering for Classes

- Click on the My Academics tab
- Click on the Registration and Schedules link
- Click on the Course Search link
- Select the course from the Department box
- Select the location from the Campus box
- Click Search located at the bottom of the page

Downloadable Student Forms

Located on the My Academics page

Access Grad Report

- Click on the My Advising tab
- Click on the View All Details located in the Degree Requirements (Grad Report) portal
- Click on the Recalculate Student Progress button
- Click on the View Degree Audit link

View Unofficial Transcript

- Click on the My Academics tab
- Scroll to the bottom of the page and click on the View Unofficial Transcript link

Pay Account Balance

- Click on the My Finances tab
- Click on the My Account Balances link located in the My Account Info portal
- Click on the Make A Payment link located in the My Account Info Portal

View Account Balance

- Click on the My Finances tab
- Click on the My Account Balances link located in the My Account Info portal*

For Cougar Web technical support, call 800.766.6067 ext 1730 or email itsupport@mountainstate.edu

All **Blackboard** questions can be e-mailed to learning@mountainstate.edu, or call 800.766.6067 ext. 1496.

Course and Fee Statement

- Click on the My Finances tab
- Click on the My Account Balances link located in the My Account Info portal
- Click on the Course and Fee Statement link located in the My Account Info portal

View Final Grades

- Click on the My Academics tab*
- Click on View Final Grade link

*Please note you may need to change the term to the respective term course(s) in which you are registered.

View Financial Aid Office on Cougar Web (VFAO)

- Click on the My Finances tab
- Click on the Click Here to View Your Financial Aid Status link*

*Please note once clicking on the Click Here to View Your Financial Aid Status link you will be directed to the login page for the VFAO. Students requiring login assistance or experience technical issues are to contact the VFAO at 1-877-906-1723

Definition of Computer, Network, and/or Data Misuse

- Unauthorized access, entry or use of computer, computer system, network, software, password, account or data.
- Unauthorized alteration or degradation of computer equipment, software, network, data or system performance.
- Unauthorized copying or distribution of computer software or data.
- Theft of intellectual property
- Use of computer or computer system in the commission of a crime or to violate university rules.
- Any unauthorized commercial use of University computer or computing resources.

ATHLETICS

Sports and Recreation

Students each receive a complimentary membership to the Beckley–Raleigh County YMCA, which is located within walking distance of campus and has facilities for swimming, workouts, basketball, racquetball, and other sports and activities. A current student ID and schedule are required for admission.

Intramural Athletics

An intramural athletics program, open to all students, provides team and individual competition in a variety of sports.

Intercollegiate Athletics

The Cougars compete in NAIA Division I, men's basketball; women's volleyball; and men's and women's soccer, track, and cross-country. The men's basketball team won the 2004 NAIA National Championship.

Students with a current ID card receive free admission to all regular home games. Basketball games are played at the Raleigh County Convention Center, volleyball games in the Van Meter Gymnasium, and soccer at the Paul Cline memorial YMCA soccer complex. For more information, contact the athletic department at 304.929.1543 or see the MSU website.

GENERAL CAMPUS POLICIES AND PROCEDURES

Approval of Outside Speakers and Lecturers for Campus-wide Forums

Any person seeking entry to campus for the purpose of addressing a campus-wide or open forum, or any employee intending to invite an outside speaker or lecturer to campus for the same purpose, must submit a written request to the senior academic officer for approval. The request must be approved prior to the proposed scheduled event. The request form can be obtained at the Student Affairs or Academic Affairs Office.

Approval of Outside Speakers and Resource Lecturers for Classroom Use

A faculty member planning to invite an outside speaker, resource instructor, or resource lecturer on occasion to speak to a class or participate in a class must receive prior approval from their senior academic officer.

Any student wishing to invite an outside speaker, resource instructor, or resource lecturer to class must first receive approval from the instructor. It is the instructor's responsibility to obtain prior approval from the senior academic officer of that particular division.

Smoking

In order to provide a safe and healthful environment for its students and employees and to ensure compliance with applicable clean air regulations Mountain State University prohibits smoking on any of its campuses or properties, except in designated areas.

Smoking is prohibited in all University vehicles and at all off campus events, such as athletic contests and Commencement. The sale or promotional distribution of tobacco products on campus is prohibited.

In no event shall smoking be permitted within twenty (20) feet of any entryway, exit, window, or ventilation system. Lit smoking products must be extinguished and the residue placed in an appropriate receptacle prior to the smoker.

leaving a designated smoking area.

Smoking means inhaling, exhaling, burning, or carrying any lighted pipe, cigar, cigarette, or any other lighted smoking equipment, whether filled with tobacco or any other substance.

“No Smoking” signs or the international “No Smoking” symbol will be clearly and conspicuously posted in and at the entrance of every building where smoking is prohibited. “Designated Smoking Area” signs will be posted where practical.

PLEASE NOTE: The campus community is encouraged to show courtesy, sensitivity, and cooperation as they help make others aware of the regulation. In order to ensure even implementation and appropriate assignment of designated smoking areas, comments and suggestions should be directed to MSU’s Department of Human Resources as the areas designated for smoking are assigned and reviewed from time to time.

It should also be noted that a violation of MSU’s smoking policy may also be a violation of law and carry civil or criminal penalties.

Designated Smoking Areas

- Between the Health Science Building and Van Meter Gymnasium
- The north rear side of Carter Hall
- The south rear side of the John W. Eye Conference Center
- The south rear side of the Robert C. Byrd Learning Resource Center
- The north side of O’Dell Hall
- The south rear corner of the Human Resources building
- The rear of Hogan Hall
- The rear of the Advancement House
- The rear of the Plant House
- Twenty feet from the front entrance of the main building on the Martinsburg campus
- Twenty feet from the front building on the Mooresville campus
- The Orlando campus does not allow smoking anywhere on the property except the covered area by I-4 with the picnic tables.
- The Center Township campus does not allow smoking anywhere on the property.

Weather Cancellations and Delays

While it is University policy to remain open and hold classes as frequently as possible, severe weather or snow conditions sometimes require cancellations or delays. Announcement information is provided to local radio and television stations.

Institutional response to inclement weather will take the form of four protocols: normal class schedule, inclement weather schedule, cancellation of classes, and closing of the institution.

Monday/Wednesday Classes

Regular Time	Late Time
8:00-9:15am	10:00-10:50am
9:30-10:45am	11:00-11:50am
10:00-11:40am	11:00am-12:10pm
11:00am-12:15pm	12:00-12:50pm

Tuesday/Thursday Classes

Regular Time	Late Time
8:00-9:15am	10:00-10:50am
9:00-10:15am	10:30-11:20am
9:30-10:45am	11:00-11:50am
9:30am-12:00pm	11:00am-12:50pm
11:00am-12:15pm	12:00-12:50pm

Late scheduling for morning classes meeting at other times will be announced by the instructor. Classes starting at 1pm or later will meet on regular schedule unless announced separately. "Evening classes" are those starting at 5pm or later and will also be announced separately.

Because classes in the Patsy H. Haslam School of Health Sciences operate on a different schedule, program directors and faculty members will discuss cancellation of each class with students. In a one-hour delay, for example, the program director and faculty will decide if students are to attend a 9am lab or observe the delay. Special arrangements for health sciences students who have clinical days will be made by the program director. Although the University cannot give mixed announcements to the radio and TV stations, every effort is made to be as clear as possible.

Students should plan ahead with spouses, parents, child care providers, and employers to have alternative arrangements in place for inclement weather. You know the road conditions for your area; use your best judgment in deciding whether to travel in bad weather.

CONTACT INFORMATION / CAMPUS MAP

See the MSU website for departmental and faculty/staff contact information and a campus map