

A.4.4. Published Policies and Procedures

Student Grievances

Student Grievances for Students with a Disability (Student Handbook 2020-2021)

Although students are fully encouraged to solve disputes at the lowest possible level and to use internal procedures, a student may choose to initiate a formal grievance at any time.

The U.S. Department of Education, Office of Civil Rights (OCR), encourages individuals first to use internal grievance procedures, and when such procedures meet OCR's investigative standards, OCR will generally defer to the results reached if the process provided for fair consideration of the grievance.

Informal Resolution Procedure:

Clear communication between students, faculty/staff, and University of Charleston Disability and Accessibility Services is vital to utilizing services effectively. Where possible, students are encouraged to first address concerns and problems with the individuals most directly involved in the situation: The Disability and Accessibility Services Coordinator regarding eligibility for accommodations and specific accommodations; the individual faculty or staff member in the cases of implementation or lack of approved accommodations.

Students are encouraged to express any concerns to the Disability and Accessibility Services Coordinator.

Students who are having trouble in receiving authorized accommodations by a faculty or staff member, department, or program should first address their concerns with the faculty or staff member charged with providing the accommodation.

The Disability and Accessibility Services Coordinator is available to offer assistance by discussing and exploring options with the student and/or faculty or staff member, contacting the concerned party in an effort to clarify issues, facilitating a meeting with the concerned parties, and/or advocating for the student's right to receive appropriate and effective accommodations to the extent required under either the Rehabilitation Act or the ADA.

The West Virginia ADA Coordinator is available for consultation regarding any questions or concern a student may have about one's accommodations (Kim Nuckles, 304-558-4331, Kim.P.Nuckles@wv.gov).

A student who is not satisfied with the resolution on this level may choose to file a formal complaint.

Formal Grievance Procedure:

The student may submit a formal written grievance to the Provost and Dean of Students. When making a formal complaint, a student should include specific information about the concern or problem (describe the issue(s), incident(s) and the action(s) taken; state the name of the individual(s) or office(s) involved; and show documented efforts to resolve the complaint). Either the Provost or Dean of Students will meet with the student to discuss the complaint and will conduct any necessary investigation.

The Provost/Dean of Students will issue a written decision including findings and remedial actions, if any, to be taken by the University of Charleston and/or the student. This decision shall be issued to the

student and any others deemed appropriate within fifteen (15) calendar days of the receipt of the complaint. Files and records on all formal grievances shall be maintained by the Provost/Dean of Students.

Appeal Procedure: If a student is not satisfied with the formal grievance procedure, the student may appeal to the President for de novo review of the Provost/Dean of Students. The appeal must be made in writing within five (5) calendar days of the decision. The determination of the President on any such appeal is final. If the grievance is not resolved internally at the University, the student may choose to file a complaint with the Office of Civil Rights, U.S. Department of Education (100 Penn Square East, Suite 515, Philadelphia, PA 19107; Tel: (215) 656-8541; Fax: (215) 656-8605; OCR.Philadelphia@ed.gov).

Student Complaints (Student Handbook 2020-2021)

In compliance with the Higher Education Opportunities Act of 2008, the U.S. Department of Education (USDOE) conducted a Negotiated Rule Making Process in 2010 that requires institutions offering distance education to provide enrolled and prospective students with contact information for filing complaints with its accrediting agency and with the appropriate state agency for handling complaints in the student's state.

The University of Charleston takes student complaints seriously. Most complaints can be resolved within the University itself. This can be done initially by engaging in open communication with the individual directly involved. If the issue is not satisfactorily resolved, the student should contact the individual's supervisor, department chair or School Dean for assistance in reaching a resolution.

If this informal process is unsuccessful, the student is encouraged to complete the UC Student Complaints Form. Note that while providing contact information on the form is voluntary, the University will be unable to communicate with the student about the complaint without it. Once the form is completed it will be submitted to the Office of the Provost and to the appropriate supervisor, department chair or School Dean.

Grades

Complaints about grades are handled through the University's Policy on Grade Appeal, which is published in both the Student Handbook and the Academic Catalog.

Title IX

For complaints about sexual discrimination, sexual harassment, or sexual assault or violence, contact the University's Title IX coordinator:

Virginia Moore
Dean of Students
Title IX Compliance Coordinator
Office Phone Number: 304-357-4987
titleix@ucwv.edu

If a student has exhausted the University's internal processes and remains dissatisfied, a formal complaint can be filed with the West Virginia Higher Education Policy Commission using that body's established Student Complaint Process.

The University of Charleston is accredited by the Higher Learning Commission. Complaints about the university can be submitted to that body using its Complaints System, or by writing, emailing or telephoning:

Higher Learning Commission
230 South LaSalle Street, Suite 7-500
Chicago, IL 60604
info@hlcommission.org
800-621-7440 or 312-263-0456

Policy on Grade Appeal (Academic-Catalog 2021-2022)

The assignment of grades for academic work is an important matter that falls within the professional responsibility of each individual faculty member. Grades are determined in such a way as to reflect as accurately as possible student performance according to criteria available to the student and so as to protect the academic freedom of the faculty member and the student. It is recognized that there is an inherently subjective element to grading, but it does not follow from this that grading is done in an arbitrary fashion. Grades are determined by faculty based on their academic judgment and a disagreement or dissatisfaction with the evaluation of the work is not a basis for a grade appeal. Work turned in after specific deadlines published in the course syllabus or end of the official class term cannot be considered in the grade appeal process. Note: Technical issues beyond a student's control should be reported immediately to faculty member and the Help Desk (help@ucwv.edu).

It is possible that a student may dispute a final grade given for a course. When this occurs, the student should follow the procedure outlined below. However, it should be recognized that the faculty member issuing the grade generally has final authority and responsibility for determining that grade. If the student feels that they have grounds for an appeal the responsibility for resolving the dispute is with the instructor of record, the student, the department chair and the dean of the school under which the course falls.

Grounds for a grade appeal of final course grade are:

1. Error in Calculation or Recording of a Grade. Your grade was erroneously entered in the gradebook or your final grade was calculated in a method inconsistent with the course syllabus.
2. Arbitrary Evaluation: A significant and unwarranted deviation from grading procedures and course outlines set at the beginning of the course (ordinarily during the first week of the course) and included in the syllabus.

Grade appeals are based on problems of process and not on differences in judgment or opinion concerning academic performance. Unless it can be clearly shown by the student that the faculty member has assigned a grade in an arbitrary manner, then the faculty member's grade assigned to the student shall stand. The work in question shall not be regraded or assessed by a different instructor, department chair or dean.

At each level of the process the appeal is limited to the evaluation of whether the grade was determined by the criteria spelled out in the course syllabus.

Step 1 – Appeal to the Instructor of Record: Within five business days of when final 69 Return to Table of Contents grades are posted, the student should provide a grade appeal in writing to the faculty member who assigned the grade and attempt to resolve the issue with the instructor. A form letter (“Grade Appeal Policy Letter to Faculty”) found on MyUC should be used for this process. The Faculty member should file the “Faculty Member Resolution Form” with the department chair and dean within 1 week of the meeting with the student. Note: If the faculty member does not respond to the appeal within five business days, the student should contact the department chair.

Step 2 – Appeal to the Department Chair: If no resolution of the grade dispute is achieved after Step 1; within five business days of the decision by the instructor of record, the student should provide a grade appeal in writing to the department chairperson of the faculty member. The department chair will examine the information provided by the faculty member and the student to grant or deny the appeal; the department chair also may contact additional witnesses if this is deemed important. Following this process, the department chair will provide a letter of decision to the faculty member, student, and dean. Note: If the department chair does not respond to the appeal within five business days, the student should contact the dean.

Step 3 – Appeal to the Dean: If no resolution is achieved at Step 2; within five business days of the decision by the department chairperson, the student should provide a grade appeal in writing to the dean of the faculty member. The dean will examine the information provided by the faculty member, the student, and the department chair to grant or deny the appeal; the dean also may contact additional witnesses if this is deemed important. Following this process, the dean will provide a letter of decision to the faculty member, department chair, and student. This step is the final step in the appeal process.

The decision of the Dean is final and not subject to additional appeal by either student or instructor. **The appeals process ends at this step.**

It is expected that a final decision will generally be made within the first six weeks of the following semester. The instructor and the student should resolve grading conflicts regarding individual assignments during a semester.

Policy Prohibiting Title IX Sexual Harassment Policy Statement (Academic Catalog 2021-2022)

The University of Charleston is committed to creating and maintaining a learning and work environment that is free from discrimination based on sex.

This Title IX Sexual Harassment Policy (the “Policy”) prohibits sex-based discrimination, including sex-based harassment, in all operations of the University. The Policy is intended to meet the University’s obligations under Title IX of the Education Amendments of 1972 (“Title IX”); the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (“Clery Act”), as amended by the Violence

Against Women Reauthorization Act of 2013 (“VAWA”), with respect to its application to sex-based misconduct; and other applicable law and regulations.

The University is committed to the principles of academic freedom and freedom of expression and the Policy should be interpreted, and will be applied, consistent with both of these principles.

The Policy also prohibits retaliation against an individual: (1) who makes a report or files a Formal Complaint of Title IX Sexual Harassment; (2) about whom a report is made or against whom a Formal Complaint is filed; (3) who participates in the reporting, investigation, or adjudication of possible violations of this Policy; or (4) who engages in good faith opposition to what another individual reasonably believes to be Title IX Sexual Harassment under this Policy.

The University’s Title IX Compliance Coordinator is responsible for administering the Policy and related procedures. Any inquiries about the Policy or procedures should be referred to the University’s Title IX Compliance Coordinator, Virginia Moore, who may be contacted as follows:

Office of Student Life
Geary Student Union Office 309
Charleston, WV 25304
304-357-4987
virginiamoore@ucwv.edu or titleix@ucwv.edu

Faculty Grievances (Faculty Manual 2021-2022, Section 1.3.15)

1.3.15 Faculty Grievance Policy and Procedure

The University of Charleston Faculty Grievance Policy and Procedure allows for efficient resolution of faculty grievances. Faculty are strongly encouraged to resolve grievances informally, either with the individual involved or with their Dean. In cases where the grievance requires a more formal structure of resolution, the Grievance Committee may be convened to address the issue. This procedure supports the University of Charleston’s core values of integrity (adhering to a standard core of values and ensuring that one acts in a fair and ethical fashion) and respect (treating others with civility and openness, recognizing the dignity inherent in each individual).

1.3.15.1 General Provisions

Scope:

The grievance procedure as described in this policy is available to all faculty members to address the Grievable Actions or Decisions, as defined herein. A faculty member (the Grievant) may seek redress of any such Grievable Action or Decision through the following procedures that are intended to assure a timely and thorough consideration.

Administration of Grievance Procedure:

The Faculty Grievance Committee (FGC) will administer the procedures here set forth.

Definitions:

Faculty Member: any individual holding an academic title as defined in sec. 1.1.1 of the UC Faculty Manual.

Grievable Action or Decision: When in the course of personnel decisions that relate to the terms and conditions of faculty employment if the process and procedures as defined in the Faculty Manual are not followed then the decision becomes a grievable action that is subject to these Grievance Procedures.

To be a grievable action or decision, it must include one of the following:

Administrative actions or decisions that result in:

a denial of or reduction in salary or rank;

assignment or reassignment of duties;

a denial of promotion and/or contract renewal or the termination of a faculty member.

the denial or withdrawal of a University benefit or privilege;

disciplinary action, including suspension without pay;

performance evaluations; or

other disciplinary actions, such as written reprimands.

Grievance: the written record of the grievable action or decision under dispute, and all supporting written materials submitted by the Grievant.

A grievance is a written complaint submitted as described below alleging that an administrative decision affects the Grievant and is in violation of established policies or procedures of the University of Charleston.

The term "grievance" does not include a complaint lodged in response to a denial of promotion and/or contract renewal or the termination of a faculty member that challenges the validity of assessments made by a complainant's superiors or colleagues on the substantive merits of the complainant's bid for promotion and/or contract renewal or reappointment.

Grievant: a faculty member who disputes a Grievable Action or Decision.

Respondent: the individual or supervisor whose administrative action or decision is in dispute.

Response: the written response and all supporting written materials submitted by the Respondent.

Who may file a Grievance with the FGC:

Any faculty member may file a grievance with the FGC under the procedures outlined in this document.

Reprisal: Submission of a grievance shall NOT in any way cause the Grievant to experience reprisals or adverse reflection upon the Grievant's professional standing within the University. A Grievant shall not be penalized, disciplined or in any manner retaliated against for exercising

his/her right to make a complaint or file a formal grievance. A faculty member shall likewise not be penalized, disciplined, or in any manner retaliated against for assisting another faculty member in the presentation of that complaint.

1.3.15.2 Informal Resolution of Complaints

Most complaints may be more effectively addressed and resolved by informal means than by invoking the formal grievance procedure. The grievance procedure should not be construed as a substitute for informal attempts to resolve complaints nor should its existence be taken to minimize the potential effectiveness of informal processes.

An attempt to informally resolve a complaint is not a prerequisite to invoking the formal grievance procedure, although it is strongly encouraged.

1.3.15.3 Processing Complaints Within the Normal Channels of Authority

A complaint must first be pursued through the normal channels of authority before it may be filed with the committee. Complaints should initially be submitted to the Dean of the faculty member's school. If no resolution is established at this level, the complaint can be submitted to the Provost.

Upon submission of a complaint, it is desirable that the matter be resolved with the Dean who received the complaint within two weeks from the date of submission.

If the matter is not resolved by the conclusion of the second week post-submission and the complainant wishes to pursue the matter further, he or she must submit the complaint to the Provost within one week after the expiration of the two-week period post-submission.

If the complaint is not resolved within the normal channels of authority, or the complainant disagrees with the decision on policy or procedural grounds, the complaint may then be submitted as a grievance to the committee under section 4 below. Grievances must be submitted to the FGC within three weeks of the decision made within the normal channels of authority.

1.3.15.4 Processing a Grievance Before the Faculty Grievance Committee

The Grievant should initiate the process as soon as reasonably possible after he or she becomes aware of the basis for the complaint and after any efforts to resolve the matter informally under sec. 2 above prove unsuccessful. The grievance document filed with the committee should identify the person filing the grievance and his or her employing unit. It should describe the nature of the complaint, the evidence in support of it, and the remedy sought, and should further describe the Grievant's efforts to resolve the matter within the normal channels of authority. Supporting documentation (if any) should be attached.

Upon receipt of a grievance the chair of the FGC shall calendar the matter for a preliminary review before the committee as soon as possible, including during semester and summer breaks.

The chair of the committee will inform the Provost of the meeting date at least one week prior.

Preliminary Review of Grievance At the preliminary review session(s) the committee will determine:

Whether the matter complained about is grievable according to the criteria outlined above;

Whether relief has been sought through the normal channels of authority as required by sec. 3;

Whether the grievance document states adequate cause to proceed further with the matter and, if so, what procedures will be utilized by the committee.

Unless otherwise directed by the committee, the preliminary review is conducted in an executive session and may be attended only by committee members.

As part of the preliminary review the committee may request additional documentation from the Grievant, the Dean, Provost and/or other involved parties. Each party is expected to provide information relevant to a material issue as is within his or her competence.

A quorum of five committee members is required for the preliminary review.

Following the preliminary review, the committee will proceed to a full investigation of the grievance when a majority of the committee present and voting decides a full investigation is warranted. A decision not to conduct a full investigation at this juncture concludes the committee's involvement in the matter.

Preliminary review should be completed within three weeks of its commencement or as soon as possible thereafter.

Decisions reached upon preliminary review will be reduced to writing and transmitted to the Provost and the Grievant.

Respondent's Notification of Grievance and Response

As soon as the FGC has determined that a full investigation of the Grievance is warranted, the chair shall notify the Respondent that a formal grievance has been filed and provide the Respondent with a copy of the Grievance along with the supporting materials submitted by the Grievant within five business days.

The Respondent shall be given the opportunity to file a written response to the Grievance, with any relevant supporting materials (hereafter, the "Response"), within 15 business days of receipt of notification of the Grievance and the Grievance materials by the Chair of the Committee. These materials may include documentary or other evidence. The Chair of the Committee shall provide the Grievant with a copy of the Response and the associated supporting materials within five business days.

Full Investigation of Grievance

If the FGC determines that a full investigation of the grievance is warranted, the committee shall initiate the investigation process as soon as possible and shall diligently pursue it to completion. In conducting a full investigation, the committee may utilize any procedures it deems appropriate to the nature of the complaint, including any of the following:

It may appoint one or more of its members to serve as a review panel in a fact-gathering capacity, provided, however, that all final determinations, of fact and otherwise, shall be made by the committee. A quorum of five committee members is required for all such determinations during the course of a full investigation.

It may submit written questions to the Grievant, the Respondent, and any witnesses identified by the Grievant or the Respondent if it needs clarification regarding any items in the printed materials. Additionally, the review panel may interview any of these parties regarding those specific items. The decision to seek additional information or to interview witnesses is left to the review panel. The review panel can seek more information or conduct interviews even if this is not recommended by the Grievant and/or Respondent.

It may hold a hearing in accordance with the following procedures:

The hearing is closed to all persons except as the committee may otherwise direct.

The Grievant and the Respondent have the right to be heard personally.

Committee members may participate actively in the hearing to such extent as they deem appropriate.

Technical rules of evidence do not apply at the hearing, but the committee will endeavor to assure that the hearing is conducted in a fair manner and that only credible evidence is presented, such as written, recorded or corroborated evidence.

In addition to the above procedures, the committee may make further procedural actions as it considers helpful and fair.

As part of the full investigation, the committee may request additional documentation from the Grievant and /or involved parties. All parties are expected to provide information relevant to a material issue as is within his or her competence.

Committee Report on Grievance

Upon completion of an investigation under section 4.7 above, the FGC will develop a written report stating its findings and recommendations. The report shall indicate the names of committee members assenting to it. Dissenting members may also submit a report.

The committee should submit its report on the grievance within six weeks of the date on which the preliminary review was completed or as soon as possible thereafter. The committee may be required to meet during teaching breaks, either during the inter-semester or summer breaks.

The chair of the committee shall send copies of the report to the Provost, the Grievant's Dean, the Grievant and the Respondent.

Submission of its written report concludes the involvement of the review panel (as defined in sec. 4.7) in the matter.

1.3.15.5 Action by Provost on Committee's Recommendations

Within one week after receipt of the committee's report, the Provost shall notify the committee chair that the report has been received.

The Provost shall indicate the University's response to the committee's report by written communication to the committee chair, the Grievant, and the Respondent, within four weeks of the date on which the committee's report was received.

1.3.15.6 Conflicts of Interest

A member of the FGC who was an Involved party in the grievance may not participate in the processing of the grievance under the Faculty Grievance Procedure.

A member of the FGC whose impartiality might be compromised by participating in the processing of the grievance ought to recuse him or herself from consideration of the grievance.

1.3.15.7 Confidentiality

Confidentiality is important to the success of any grievance procedure. Accordingly, it is expected that those who participate in the grievance process and thereby become privy to a Grievant's allegations, the University's response, information obtained in the course of any investigation, the final reports of the FGC and the University's final report, should respect the confidentiality of matters disclosed to them.

Confidentiality is designed as a protection for the Grievant as well as the Respondent. Thus, the Grievant should take notice that any disclosure of the events leading to or the proceedings of the grievance hearing and the outcomes of such hearing should be held in strict confidence.

Student Withdrawal Policies

Student Withdrawal from the University (Faculty Manual 2021-2022, Appendix U)

A student desiring to withdraw totally from the University of Charleston must obtain a "Complete Withdrawal" form from the Dean of Students and submit the completed form to appropriate offices. In order to complete the form, the student must consult with the Dean of Students.

- Charleston: Student Solutions Center – Phone 304-357-4947
- Beckley and Online: Student Solutions Center –1-877-393-5014

Withdrawal will be granted when the completed form with proper signatures are presented to the Student Solutions Center. If a student withdraws before the last day to drop a grade of "W" will be recorded on the student's record. If a student withdraws after the last day to drop a grade of "WF" will be posted unless the withdrawal is approved for medical reasons.

Medical Withdrawal from the University (Faculty Manual 2021-2022, Appendix U)

A student must submit documentation from a medical doctor, physician assistant, nurse practitioner or other qualified health care provider stating that there is a medical reason for withdrawal and that the student is under the care of a health care professional. Documentation is to be submitted to the Dean of Students and should consist of a letter/e-mail from the student formally requesting a withdrawal and a medical diagnosis/treatment plan signed by a qualified health professional on office stationary which

explains why the student should be withdrawn from courses on the basis of medical considerations. Medical withdrawal requests are subject to approval by the Provost and the Chief Financial Officer. Requests for a medical withdrawal must be submitted by the last scheduled day of classes for the semester or term in which the student is currently enrolled in classes, as specified in the academic calendar. If the withdrawal is granted the student will receive a “W” on his or her transcript for the courses in question. Withdrawal from the University also may require cancellation, refund or repayment of all or part of the student’s financial aid package.

Military Service (Faculty Manual 2021-2022, Appendix U)

Men and women called to active duty in the armed services of the United States shall be granted a full refund of fees, but no credit, if the call comes before the end of the first three-fourths of the semester or term. Full credit, but no refund of fees, shall be granted if the call comes thereafter; provided, that credits as described above will be granted only in those courses in which the student is maintaining a passing mark at the time of departure to military service. The term “called to active duty” is herein defined as being called to active duty as a result of the federal activation of a total reserve component, National Guard unit or any portion thereof which involves a particular student or an individual who is a bona fide member of the reserve component or a National Guard unit. The student’s final grades, both passing and failing, for three- fourths of a term/semester or more, will be shown on the student’s permanent record. Withdrawal from the University may require cancellation, refund or repayment of all or part of the student’s financial aid package.

Refunds of Tuition and Fees (Academic Catalog 2021-2022)

Student Withdrawal Financial Aid – Title IV Refund Policy

Withdrawal from a class or from all classes may impact aid eligibility, both in the semester in which the withdrawal occurs and subsequent semesters. The University's refunds are made based on University policy as specified in the section below. Refunds to financial aid programs are made in compliance with the U.S. Department of Education Federal Title IV Refund Policy regulations, state program policies and University regulations.

Federal Return of Title IV Aid (R2T4)

The Financial Aid Office is required by federal statute to recalculate federal financial aid eligibility for students who withdraw, drop out, are dismissed, or take a leave of absence prior to completing 60% of a payment period or term. If a student leaves the institution prior to completing 60% of a payment period or term, the financial aid office recalculates eligibility for Title IV funds. Recalculation is based on the percentage of earned aid using the following Federal Return of Title IV funds formula:

Percentage of payment period or term completed = the number of days completed up to the withdrawal date divided by the total days in the payment period or term. (Any break of five days or more is not counted as part of the days in the term.) This percentage is also the percentage of earned aid.

Funds are returned to the appropriate federal program based on the percentage of unearned aid using the following formula:

Aid to be returned = (100% of the aid that could be disbursed minus the percentage of earned aid) multiplied by the total amount of aid that could have been disbursed during the payment period or term.

If a student earned less aid than was disbursed, the institution would be required to return a portion of the funds, and the student would be required to return a portion of the funds. Keep in mind that when Title IV funds are returned, the student borrower may owe a debit balance to the institution.

If a student earned more aid than was disbursed to him/ her, the institution would owe the student a post -withdrawal disbursement which must be paid within 120 days of the student's withdrawal.

The institution must return the amount of Title IV funds for which it is responsible no later than 45 days after the date of the determination of the date of the student's withdrawal.

Refunds are allocated in the following order:

- Unsubsidized Direct Loans (other than PLUS loans)
- Subsidized Direct Loans
- Direct PLUS Loans
- Federal Pell Grants for which a Return of funds is required
- Federal Supplemental Opportunity Grants for which a Return of funds is required
- TEACH Grants for which a Return is required
- Iraq and Afghanistan Service Grant for which a Return is required
- For other assistance under this "Title" for which a return of funds is required (e.g., LEAP)

University Tuition Refund Policy

Refunds will be made according to the following schedule.

Students who are registered for 16-week classes and withdraw within the first two weeks of scheduled classes are not charged tuition. If a student withdraws for any reason after the first two weeks of a 16-week semester, the student is responsible for the full charges of the semester.

Students who are registered for 7-week classes and withdraw on or within the ten days of class are not charged tuition. If a student withdraws for any reason after the first ten days of a 7-week semester, the student is responsible for the full charges of the term.

Students who are registered for a 5-week summer class and withdraw on or before the first scheduled class meeting day of the course are not charged tuition. If a student withdraws for any reason after the first day of scheduled classes, the student is responsible for the full charges of the term.

Students who are pre-registered and decide not to attend the University of Charleston must contact the Student Solutions Center to have his or her name removed from course 40 Return to Table of Contents rosters. The date and time of this communication will determine the amount of tuition that will be charged.

A student dismissed for disciplinary reasons will receive no refund of any charges, except for board and room, which would be proportionate to the number of days of the term remaining after the university ID is surrendered.

Academic Probation and Academic Dismissal Policy

An undergraduate student with a cumulative Grade Point Average (GPA) of or higher is considered to be in “Good Academic Standing” with the University of Charleston. When a student does not obtain a cumulative GPA of 2.0 or higher they are subject to the University’s policy on Academic Probation and Dismissal.

Level I Probation – A student who obtains a cumulative GPA of less than 2.0 in a given semester:

- May not enroll in more than 16 credits in the following semester;
- Must meet with his/her major advisor every other week

Level II Probation – A student who obtains a cumulative GPA of less than 2.0 for a second consecutive semester:

- May not enroll in more than 13 credits in the following semester;
- Must meet with his/her major advisor each week

Level III Probation – A student who obtains a cumulative GPA of less than 2.0 for a third consecutive semester:

- May not enroll in more than 13 credits in the following semester;
- May not register online for classes in the following semester;
- Must meet with his/her major advisor each week

Students on academic probation should consult with their faculty advisor, the financial aid office and, as appropriate, their athletic coach to discuss the consequences this may have for their ability to progress through their academic program and their eligibility for financial aid and athletics.

Dismissal: A student who does not obtain a cumulative GPA of 2.0 or more upon the completion of his/her Level III probationary semester will be dismissed from the University. Students who have been academically dismissed may be readmitted to the University after one year from the date of the dismissal by submitting a request, in writing, to the Registrar. If a student does not obtain a cumulative GPA of 2.0 or more 71 Return to Table of Contents upon the completion of his/her first semester after being readmitted the student will be subject to permanent dismissal from the University of Charleston.

Student Probation Policy BSOS/MSOT Program

Student Probation

A student who fails to meet academic, behavioral objectives, and/or essential function expectations will be placed on academic and/or behavioral probation.

Grades

A student earning a grade of a D+ or less in any course in the undergraduate component of the program or a C+ or less in any course within the graduate component of MSOT program in any given semester will be placed on academic probation and will not be able to progress in the program until the grade has been remediated. Remediation for the grade will be at the advisement of the Student Support Committee and may include retaking of exams, alternative assignments, independent study, or retaking of the entire course. If the grade is not remediated, the student will be subject to dismissal from the program. The student is only permitted to remediate one grade throughout the duration of the program. If the student has more than one grade that does not meet the criteria for progression, the student will be dismissed from the program.

In addition, any student whose cumulative OT GPA, which includes required pre-requisite courses, falls below a 3.25 will be placed on academic probation. Cumulative OT GPA is calculated at the end of each semester. For a student to return to good academic standing and be removed from academic probation in this situation, the student must raise his or her cumulative GPA to 3.25 or higher by the end of the following semester. A student whose cumulative GPA is less than 3.25 in consecutive semesters (i.e., fails to come off Academic Probation) is subject to dismissal from the BSOS/MSOT program (refer to dismissal section below). Students on academic or behavioral probation will not be allowed to progress to fieldwork both Level I and Level II until completing specific remediation related to academic or professional behavior concerns unless the program director approves progression.

Fieldwork

A student who fails a fieldwork rotation will be placed on academic probation and required to repeat the rotation prior to advancing to the next fieldwork rotation. Students who fail more than 1 fieldwork will be dismissed from the program.

Behavior

Students in the OT program are held to professional behavior standards. Failure to consistently abide by these standards will result in probation for professional behavior. If a student is put on probation for professional behavior, the student will be provided with a remediation plan that must be completed. At the commencement of the plan, the student must submit a request to the program director in writing a request to be removed from probation.

Student Suspension and Dismissal

A student who does not attain the required minimum grade point average of 3.25 during the probationary period is notified in writing of suspension by the University of Charleston MSOT program. The student is precluded from all registration and enrollment privileges at that time. The suspension

letter will include directions and provisions for engaging in an appeals process. If the Graduate School denies the appeal request, the student is dismissed from the program.

Students will also be suspended from the program due to behavioral issues that prohibit successful performance in the classroom and fieldwork settings. These may include substance use, lack of professionalism, or lack of academic integrity. Failure to correct the issues during the probationary period will result in suspension from the program. For consideration for re-entry to the program students must contact the program director and provide documentation that the issue has been resolved.

Students are automatically dismissed from the program if:

- more than one grade of C+ or lower is earned in required occupational therapy courses in the graduate component of the program
- more than one grade of a D+ or lower is earned in required occupational science courses in the undergraduate component of the program
- conditions from probation are not met within the specified time frame
- failure of more than one fieldwork experience

Under extenuating circumstances, you may petition in writing to repeat a course or fieldwork, but you may not take the next courses in sequence unless the petition has been approved and you agree with the conditions for continuance set by the program director.

Appropriate Use of Equipment and Supplies

Proper Attire: Accepted lab attire for the MSOT program will be UC-distributed scrubs or UC OT polo shirt with khaki pants and closed toed tennis shoes.

Safety Rules:

- General:
 - Students are encouraged to take their time and remain attentive, as often people accept a greater risk of danger in order to work faster or more efficiently. We implore students to carry out tasks slowly and carefully to ensure safety as the priority.
 - Do not operate a piece of equipment until the instructor has demonstrated the proper usage protocol.
- Housekeeping:
 - Students are asked to clean work area at the end of each lab.
 - Students are asked not to leave tools and supplies out when not in use.
 - Students are asked to maintain a clean work environment to avoid any potential hazards.
 - Students are asked not to block any fire extinguishers, fire exits, or doors in the event of an emergency that requires quick exiting of the building.
- Handling, Lifting and Carrying Heavy Objects:
 - Students are encouraged to lift heavy items using proper body mechanics (bend from the knees and lift with legs)
 - Always proceed with caution when handling or carrying objects from one point to another.

- When carrying an oblong object, students are encouraged to lift with hands placed on the top and bottom to allow for proper distribution of the weight, as well as assist with balancing the object.
- Physical Agent Modalities (PAM) Equipment:
 - User manuals for all PAMS used in lab are kept in the Program Director's office.
 - Students are not to use any equipment until after being educated on the use of PAM's and safety guidelines have been discussed in detail.
 - 4th year students will be responsible for maintaining weekly temperature logs of the hydrocollator and paraffin bath.
 - A biomedical service will provide annual check and calibration of equipment for continued safe use.

Infection Control

- Infection control is of critical importance at the University of Charleston.
- During the first semester in the OT courses, all students are trained in Universal Precautions.
- Students are required to wash hands prior to and following all lab activities.
- No outside food and drink, with exception of water, are to be consumed in the lab spaces. This does not include laboratory activities that require food and/or drink. This is at the discretion of course faculty.
- All mats are to be cleaned after usage using approved cleaning wipes. Mats must be cleaned after each use, prior to a new person using it. No shoes should be worn on any plinths or floor mats throughout all Departmental labs. Labs and equipment are to be cleaned after each usage to prevent spread of potential germs/infections. Course faculty who are supervising labs are responsible for this procedure.
- Gloves are to be worn for any infection, open wounds, or scabs. Gloves are to be discarded in foot operated waste cans.
- Students with certain health problems that may be adversely affected by laboratory experiences should notify the lab instructor at the beginning of the semester (respiratory problems, allergies, skin problems or open wounds, seizure disorders, vestibular/balance disorders, gastrointestinal disorders, sensory/sensory integrative disorders, hearing deficits, visual problems, etc.).
- Students who experience injury or illness during laboratory sessions, such as dizziness, wheezing, skin rash, lacerations, abrasions, and vomiting should notify the instructor immediately.
- Should students observe a safety hazard before, during, or laboratory sessions, they should notify the instructor immediately.
- Appropriate infection control attire must be adhered to.
- Students are to wear clean attire, close-toed shoes, minimal jewelry; keep hair tied away from the face and not report to class/fieldwork when ill.
- All Departmental linens utilized are to be washed after each lab usage and returned to the lab within two working days. Course faculty who are supervising labs are responsible for this procedure.

Standard Precautions:

Standard Precautions are barrier precautions utilized by all occupational therapy assistant students when working with all patients or simulations regardless of the diagnosis or simulated diagnosis. The purpose is to reduce the risk of transmission of microorganisms from all sources which include the following:

- Blood
- All body fluids
- Secretions, excretions
- Skin mucous membranes
- Equipment/all surfaces

Barriers will be utilized based on the potential for contact with the above sources and type of care interaction. The provider is responsible to comply with all precautions including isolation and use of barriers.

The MSOT Program has incorporated standard precautions in all program procedures involving patient care and simulations.

All OT students receive training in standard precautions including hand washing and personal hygiene issues that are involved in infection control.

- Alcohol based hand cleaners will be the first method for hand sanitization when there are no signs of visible soil on hands.
- Visibly soiled hands will be washed with soap and water for a minimum of 15 seconds.
- Hand washing is to occur before patient care, in between patient care, after patient care, and before/after donning/doffing gloves, in addition to patient care, before/after touching any equipment or object in environment regardless of being gloved, and before and after utilizing bathroom.
- Students will clean equipment/supplies prior to transporting to another location for patient care or storage.
- Students are not permitted to wear nail extensions at any point during the OT Program and nails must be groomed to no longer than ¼ inch past fingertips to reduce the chance of bacteria transfer.

SOAP PRODUCTS:

- Wet hands first with water.
- Apply an amount sufficient for lather to cover all surfaces of hands and wrists.
- Rub hands together well, covering all surfaces of the hands and fingers with special attention to areas around nails and between fingers for a minimum of 15 seconds.
- Rinse well with running water.
- Dry thoroughly with paper towel.
- Use paper towel to turn off faucet.
- Avoid using hot water as repeated exposure to hot water may increase risk of dermatitis.

ALCOHOL BASED PRODUCTS:

- Apply to dry hands that are not visibly soiled.
- Rub hands vigorously to apply gel to all surfaces of hands, fingers and fingernails, until hands are dry. If hands feel dry after rubbing hands together for 15 seconds, insufficient volume of product was applied.
- Wash hands after 7-10 applications of alcohol gel or if hands get visibly soiled.
- Skin Care: Healthcare workers should use hospital approved hand lotion to minimize the occurrence of irritant contact dermatitis associated with hand antisepsis or handwashing.

PERSONAL PROTECTIVE EQUIPMENT (PPE): GLOVES:

- Disposable (single use) Gloves must be worn for:
 - Anticipated contact with moist body substances, mucous membranes, tissue, and non-intact skin of all patients
 - Contact with surfaces and articles visibly soiled/contaminated by body substances; o performing lower body dressing, toileting, showering, feeding and oral hygiene activities
 - **Gloves are to be donned immediately after need is determined.**
 - Replace torn, punctured or otherwise damaged gloves as soon as patient safety permits. **Caution:** Gloves do not provide protection from needlesticks or other puncture wounds caused by sharp objects. Use extreme caution when handling wheelchair parts, sharp grooming and hygiene items etc.
 - Remove and discard gloves after each individual task involving body substance contact and before leaving the bedside, bathroom, shower, rehab room or treatment area.
 - Gloves should not be worn once treatment completed and movement is away from the treatment area.
 - Wash hands as soon as possible after glove removal, or removal of other protective equipment.
 - Gloves are not to be washed or decontaminated for reuse. They must be discarded if cracked, peeling, torn, punctured or show other signs of deterioration or when their ability to function as a barrier is compromised.

MASKS, EYE PROTECTION

Wear masks in combination with eye protection devices (goggles or glasses with side shields) or chin-length face shields during activities or other close contact that are likely to generate droplets, spray, or splash of body substances to prevent exposure to mucous membranes of the mouth, nose and eyes.

- Some situations which may increase risk of splash/splatter include but are not limited to the following:
 - Oral care of coughing patient
 - Feeding activities with a coughing patient
 - Patient care of coughing patient with suspected infectious etiology

GOWNS

- Wear plastic aprons or gowns during patient care procedures to prevent contamination of clothing and protect the skin of personnel from blood/body fluid exposure.

- Remove protective body clothing before leaving the immediate work area.

MISCELLANEOUS:

If a client is in a private room for infection control:

- Do not take patient outside of the infection control area
- Don/doff appropriate protective clothing according to policy of facility.
- Do not take items outside of room Dispose of all razors in approved sharps containers.

References

- CDC/HICPAC: "Guideline for Isolation Precautions in Hospitals: Part I: Evolution of Isolation Practices."
- CDC/HICPAC: "Guideline for Isolation Precautions in Hospitals: Part II: Recommendations for Isolation Precautions in Hospitals."
- AJIC (American Journal of Infection Control) June 1996 • Vol. 24 • No. 1
- CDC/HICPAC: "Guidelines for Environmental Infection Control in Health Care Facilities." (US DHHS) 2003
- APIC Text (Association for Professionals in Infection Control and Epidemiology) 2009

Evacuation Procedures

Students are to evacuate immediately when a fire and/or life safety emergency occurs, when the fire alarm activates (audible and/or visual), or when you are instructed to do so by authorized emergency response personnel or faculty member. The faculty/adjunct members are seen as an authority figure for the students and are responsible for ensuring the proper response in an emergency. Faculty members are to remain calm and provide clear directions, maintaining a calm demeanor throughout. All faculty members are required to be knowledgeable of the emergency evacuation procedures to promote orderly and safe departures of the students.

BUILDING EVACUATION PROCEDURES

1. The University has posted floor plans on building and classroom walls showing specific evacuation routes. When the building alarm sounds or when notified by authority figure (police, fire, faculty), exit the building immediately
2. Walk quickly to the nearest safe exit and ask others to do the same Do not run.
3. Close the door as you leave, but do not lock it Do not use elevators, unless directed to do so
4. Assist persons with disabilities, if you are willing and able
5. Once outside, move away from the building; keep streets and walkways clear for emergency vehicles and personnel.
6. Do not re-enter the building until authorized emergency personnel give the "all clear" signal. Go to your Evacuation Assembly Area
7. Notify emergency personnel if anyone is waiting for assistance
8. Even if you were not in your building when it was evacuated, go to your evacuation meeting site so someone can account for you.

9. If unable to leave because of a physical disability, injury or obstruction, go to the nearest area where there are no hazards, such as a stairwell. Signal out the window to emergency responders, if possible remain calm and responders will arrive.

Graduation Requirements

General University Undergraduate Degree Requirements

Students must meet the graduation requirements as published in the Catalog in effect when they first enroll in order to graduate, unless they have not maintained continuous enrollment (summers exempted). Students who interrupt their studies may be expected to meet degree requirements of the Catalog in effect at the time of their return. Transfer student requirements are governed by the Catalog in effect at the time of initial enrollment. Subsequent changes in degree requirements, as published in the Catalog or 48 Return to Table of Contents amended by the faculty, may be substituted at the option of the faculty in discussion with the student.

Students are expected to complete all requirements for the bachelor's degree within 10 years of original enrollment at the University and within five years for the associate degree. Within the University certain programs have specific guidelines as to the courses accepted for credit or the time in which courses can be applied for credit. Records of students not completing degree requirements within these times will be subject to review to determine graduation requirements.

Departmental requirements for graduation are those in effect at the time the student declares the major except in cases in which an external accrediting agency requires otherwise. Changes in departmental requirements after declaration will apply, provided they do not require a student to enroll in more than a normal complement of credit hours in any term or do not prolong the time required to complete degree requirements.

BSOS Undergraduate Degree Requirements

For a student to graduate from the BSOS program and proceed to the graduate classes, the student must be in good academic standing, have had satisfactory progress in all semesters of the academic program, and satisfactorily complete the following:

- Successfully complete the required 120 credit hours.
- Achieve a cumulative GPA of 3.25 or better across all academic courses.
- Successfully pass the Capstone Course.
- Honor all professional and financial obligations to the University of Charleston, as published in the University of Charleston and BSOS/MSOT Student Handbooks, and as specified in any written communications from the University's administrators.

MSOT Degree Requirements

For a student to graduate from the MSOT program, the student must be in good academic standing, have had satisfactory progress in all semesters of the academic program, and satisfactorily complete the following:

- Successfully complete the required 50 credit hours.

- Achieve a cumulative GPA of 3.25 or better across all academic courses.
- Exhibit professional behaviors as described in the Professional Behaviors, AOTA Core Values, and the Code of Ethics for the Occupational Therapist.
- Successfully complete and pass a total of 24 weeks of supervised Level II Fieldwork.
- Honor all professional and financial obligations to the University of Charleston, as published in the University of Charleston and MSOT Student Handbooks, and as specified in any written communications from the University’s administrators.

Tuition and Fees

The tables below show the estimated costs of attendance of the traditional track and the bridge track. Costs associated with the bridge track also apply to students who have a bachelor’s degree at the time of admission to the program. Tuition and fees are subject to change and will updated to reflect changes as they occur.

BSOS/MSOT Traditional In-seat Track	
Item	Totals
Tuition Undergraduate *Subject to change **Amount noted is for a student who enters the BSOS as a freshman	\$61,800
Tuition Graduate *Subject to change	\$44,750
UC Student Fees - \$550/semester *subject to change	\$3,300
Course Fees *Will vary dependent upon course materials and laboratory experiences	\$900
Fieldwork Documentation: <ul style="list-style-type: none"> • Immunizations • Physical Exam • CPR/First Aid • Background Check • Drug Testing *Estimate is based on student not having health insurance	\$600
Technology Requirements: <ul style="list-style-type: none"> • Device • Internet Access *Will vary per student based on device choice & internet plan/provider, see description of requirements under distance learning requirements – technology requirements.	\$3,000
Books	\$1000
Professional Memberships	\$270
Conference Activities *Will vary per student dependent upon choice to attend conference and fundraising efforts to offset costs	\$1500
Graduation Fee	\$400
Transportation	\$3,000

*Will vary per student based on distance to campus	
On Campus Living *May not be applicable to all students – includes room & board for undergraduate component of program – room & board is not available on campus for graduate students	\$40,800
Total Estimated Costs - On Campus Living	\$153,620
Total Estimated Costs – Off Campus Living	\$117,820

BSOS/MSOT Bridge Track	
Item	Totals
Tuition Undergraduate *Subject to change	\$19,760
Tuition Graduate *Subject to change	\$44,750
UC Student Fees - \$550/semester	\$3,300
Course Fees *Will vary dependent upon course materials and laboratory experiences	\$900
Fieldwork Documentation: <ul style="list-style-type: none"> • Immunizations • Physical Exam • CPR/First Aid • Background Check • Drug Testing *Estimate is based on student not having health insurance	\$600
Technology Requirements: <ul style="list-style-type: none"> • Device • Internet Access *Will vary per student based on device choice & internet plan/provider, see description of requirements under distance learning requirements – technology requirements.	\$3,000
Books	\$1000
Professional Memberships	\$270
Conference Activities *Will vary per student dependent upon choice to attend conference and fundraising efforts to offset costs	\$1500
Graduation Fee	\$200
Transportation *Will vary per student based on distance to campus	\$3,000
Accommodations *Students may need accommodations for weekends on campus for hands-on labs, testing, & practical exams – amount is for estimated \$300/night over the course of the program which includes costs for meals	\$8,400
Total Estimated Costs	\$86,680

Distance Learning Requirements

Technology Requirements

Because the bridge program is offered in a distance education format and some courses for the traditional program are hybrid in nature, **ALL** students regardless of track are expected to have or have access to the proper technology to be successful. This includes the minimum technology requirements for online learning which include a PC (Windows) System of 8.1 or greater, with a minimum of 250GB of storage, Intel Core i5 or greater processor, 8GB of RAM, and integrated video card or greater. Students may also use Apple (Mac) Systems of OS 10.8 or greater, with a minimum of 128GB of storage, Intel Core i5 or greater processor, 8GB of RAM, and an integrated Video Card or greater. A Google Chromebook does not support or run many UC required applications and is therefore not acceptable for use in this program. All UC students will receive access to Microsoft Office 365 suite for free. UC does not support end-user equipment and/or software: only applications required for student success in class.

In addition, **ALL** students must have or have access to a strong internet condition with sufficient bandwidth to participate in class. Students should have moderate comfort with using technology and able to efficiently navigate online platforms such as Zoom, Collaborate, Moodle, and others that will be used within the program. No exceptions are allowed for technology due to the design of this program to ensure that students can complete course assignments and virtually attend held classes from a distance. Questions about adequacy of technology can be addressed to the University of Charleston's IT department at help@ucwv.edu or 1-855-248-3416.

Fees Associated with Distance Learning

Most fees will be the same as those for the traditional in-seat program as students in the traditional program must have or have access to the same technology requirements as those in the bridge program. However, students in the bridge program will be required to travel to campus on set weekends each semester which would incur a fee for accommodations which is included in the estimated costs for the program. These fees are subject to change based on availability of accommodations and going rate at the time of travel.