Policies and Procedures

Policies and procedures protect the rights of enrolled students. The DPD complies with the current MSU policies and procedures. These can be found in the *MSU Undergraduate Bulletin* and on the MSU web site. The URL for each policy is stated below. In addition these policies and procedures are available to all students in the *Student Life Handbook and Policies* which can be accessed at http://www.murraystate.edu/HeaderMenu/Administration/StudentAffairs/Handbook.aspx

Withdrawal and refund of tuition and fees:

Policies regarding procedures for dropping classes and withdrawal from the university as well the refund of tuition and fees can be found in the current *MSU Undergraduate Bulletin* in the Financial Information chapter, page 25.

Refunds

Tuition refunds or reductions in outstanding fee liabilities for students who officially withdraw through the Registrar's Office or who change their status from full-time to part-time or further reduce their part-time status through drop/add will be made in accordance with the university's official *Schedule of Fees*, available at www.murraystate.edu/bursar. Any questions concerning a refund should be directed to the Bursar's Office.

Withdrawal. A student who completes official withdrawal (written clearance through the Registrar's and Bursar's offices constitutes completion) or is dismissed will receive a refund of tuition, fees, room and board in accordance with the official *Schedule of Fees.* Students residing in Murray State University residential colleges will receive refunds only in the event of withdrawal from school, dismissal or marriage. The required withdrawal form is available in the Registrar's Office. Call 270-809-3776 or e-mail registration@murraystate.edu for more information.

Drop. A student who completes the drop process through *my-Gate* will receive a refund of tuition and/or course fees if the student(1) drops below full-time, (2) is part-time and drops a class or classes, or (3) is full-time and drops a class with refundable course fees. A student who drops a meal plan will receive a refund. Both types of refunds will be in accordance with official session dates given in the *Schedule of Fees* at www.murraystate.edu/bursar.

Full-Semester Fall and Spring Terms

Withdraw or Drop Approximately During: % of Refund:

1st - 3rd day of semester..... 100%
4th - 10th day of semester..... 80%
11th - 30th day of semester..... 50%
After 30th day of semester..... 0%

Please see a complete Refund Table at www.murraystate.edu/admissions/bursarsoffice/prorationofcharges for exact refund dates.

Scheduling and program calendar, including vacation and holidays:

The university sets an annual calendar for classes, final exams, and holidays. This is available to students on the MSU web site and in the schedule of classes published each semester. The URL for the calendar is http://www.murraystate.edu/Academics/AcademicCalendars.aspx

Protection of privacy of student information:

The DPD follows the privacy policies set by Murray State University and the Family Educational Rights and Privacy Act of 1974. Faculty and student workers for the DPD are required to attend FERPA trainings. There are also online FERPA trainings that can be accessed.

http://murraystate.edu/Academics/RegistrarsOffice/FERPATraining.aspx

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records, including:

1. The right to inspect and review the student's education records within 45 days of the day the University receives a request for access. Students should submit to the registrar, dean, head of the academic department, or other appropriate official, a written request that identifies the record(s) they wish to inspect. The University official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the University official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed. A parent of a dependent student as defined in section 152 of the Internal Revenue Code may request permission to view a student's educational records upon showing proof of dependency. Release of such information is at the discretion of the Registrar.
2. The right to request the amendment of the student's education records that are believed to be inaccurate or misleading. The student should write the University official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the University decides not to amend the record as requested by the student, the University will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for an amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent, as follows:

   a) Disclosure without the student's consent is permissible to school officials with legitimate educational interests. A school official is a person employed by the University in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff); the University attorney; appropriate community safety and emergency personnel to whom information regarding students is to be provided pursuant to KRS 164.9495; a person or company with whom the University has contracted (such as an attorney, auditor, or collection agent); a contractor, consultant, volunteer, or other person or entity to which the University has outsourced institutional services or functions, and who is limited as to use, maintenance, and re-disclosure of information; a person serving on the Board of Regents; or a student serving on an official committee, such as a disciplinary or

grievance committee, or assisting another school official in performing his or her tasks. In addition, the following groups are specifically recognized as “school officials” within the definition of FERPA for the limited purpose of receiving at any time listings of names and addresses of students, including in-coming students, and/or student directory information: MSU Alumni Association; Murray State University Foundation, Inc; a person or company who performs a service for MSU that serves a legitimate educational interest; authorized representatives of federal or State supported education programs if disclosure is in connection with an audit or evaluation of supported programs or for the enforcement of or compliance with legal requirements that relate to those programs.

A school official has a legitimate educational interest if the official needs to review or receive any education record in order to fulfill his or her professional responsibility or if the service to or for MSU is of a type that MSU would normally perform itself including one which MSU has outsourced.

b) FERPA allows the institution to routinely release information defined as "directory information." The following student information is included in the definition: the student's name, addresses, telephone listings, campus e-mail address, date and place of birth, fields of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, enrollment status (including full-time, part-time, not enrolled), degrees (pending and received), awards or honors received and the most recent previous educational institution attended. When a student wants the directory information to remain confidential, an official request form must be completed in the Registrar’s Office within the first five days of class of the school term. If a student requests directory information withheld during a term and does not return to Murray state after that term, that request remains in force until such a time as a formal written statement removing that hold is received from the student rescinding that request. Murray State will release directory information to school officials or others with a legitimate educational interest.

4. The right to file a written complaint with the Family Compliance Office of the United States Department of Education concerning an alleged failure by MSU to comply with the provisions of FERPA.

   a) The complaint must contain specific allegations of fact giving reasonable cause to believe that a FERPA violation has occurred. A complaint does not have to allege that a violation is based on a policy or practice at MSU.

   b) To be timely, a complaint should be submitted to the Family Compliance Office within 180 days of the date of an alleged violation. The Family Compliance Office may extend the time limit

for good cause shown.

c) The complaint may be filed at: Family Compliance Office, U.S. Department of Education, 400 Maryland Ave, S.W., Washington D.C., 20202.

Paper files that faculty keep are housed in file cabinets in faculty offices and so are not available to the public. These could include printouts of transcripts, advising records, application to admission to programs or other information the faculty member feels the need to keep. Applications for admission to the DPD and Verification Statements are kept in a file cabinet in the DPD Director's office.

Access to personal files:

Murray State faculty have access to student academic records, transcripts, class schedules, degree audits, and grades through the university computer portal, *MyGate*. Students have access to all of their education records through the same platform.

The following statement can be found on the Murray State University website regarding access to personal files. "*The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. This includes but is not limited to Social Security numbers, class rolls, advising files, tests, MAP reports, and a student's class schedule. These rights are listed below. As an employee of Murray State University you are expected to comply with this federal law. The Registrar's Office is the official source for all student data, and the Registrar is the authorized party to determine right of access to student data. Murray State identifies faculty members as school officials with a right to access certain specified student records based on an appropriate "need to know." "*

Access to student support services, including health services, counseling and testing and financial aid resources:

Students in the DPD have access to all student support services on campus, if they meet the criteria for each. The following services are available on campus to MSU students: Adult Student Services, Career Services, Counseling and Testing Center, Disability Services, Financial Aid Office, Health Services, LGBT Services, Multicultural Affairs, Psychological Services, Rehabilitation Services, Student Support Services, Veterans' Affairs, Wellness Center.

Adult Student Services. Adult Student Services is a division within Continuing Education and Academic Outreach. One branch of the Adult Student Services area is a program called Adults Belong in College. This program provides services to those students who have had a break in their formal education and who are entering or reentering college. The services include information about admission, registration, placement testing, review classes, and campus support services; adult orientations; a lounge and resource center located in Ordway Hall; Alpha Gamma Epsilon, a nontraditional students' organization; and Alpha Sigma Lambda, a national honor society for adult students. The Adult Student Services liaison is located on the 3rd floor of the Lowry Center. The phone number is 270-809-5796 or 1-800-669-7654.

.

Career Services. The Career Services Office supports the institution's mission in educating individuals to become productive citizens in society by serving as a liaison between students, alumni, faculty and the world of work, while providing integrated career placement services. These services include career counseling, job search strategies, credential building opportunities and information on employment trends and current hiring procedures, which will ultimately result in meaningful and satisfying employment upon graduation. An essential part of the job search process is experience. Through cooperative education and internship opportunities available through Career Services, students can find the right employment that will add value to their degree. Several career fair events are designed and sponsored by the office throughout the year to connect students to employment opportunities.

Career Services also provides other resources for students. These include a list of part-time employment for both on and off campus employers through work-study programs, a list of fulltime position vacancies, the National Student Exchange program, where students can attend another college or university for up to one year. Additional services include: workshops, seminars, presentations, on-campus and mock interviews, cover letter and resume assistance, individual career counseling, the online recruiting services which features Racer Track Job Search Database powered by Experience and the GoinGlobal networks. Choosing a career is one of life's most important decisions. The Career Services Office provides important career-oriented assistance, of which "Discover" is the centerpiece. The Discover program is a comprehensive, computer-based career information and planning system, which has been designed to assist in career and educational planning needs. This program can quickly assess and identify a student's work related interests, abilities and values and compare those to data provided by individuals in those occupations. Individual career counseling and the use of a comprehensive career library housed in Waterfield Library is provided in conjunction with "Discover" to assist students in their selection of a career action plan. To schedule an appointment, contact Career Services at 270-809-3735.
www.murraystate.edu/careerservices

Counseling and Testing Center. Located in 104 Applied Science Building, the center has a full-time staff available for educational, career and personal counseling. Students with concerns of a personal or emotional nature should feel free to contact the Counseling and Testing Center for confidential assistance. Appropriate referrals to additional mental health services will also be provided to students. The Counseling Center also extends its counseling and referral services to faculty and staff through an employee assistance program. Interested faculty and staff should call the Counseling and Testing Center for more information. You may also check the website at www.murraystate.edu/counseling.
A wide range of admission tests used nationally, such as the American College Test (ACT), Graduate Record Examination (GRE), and College Level Examination Program (CLEP) series, are available to students through the testing service. In addition, appropriate tests to assist students with career exploration and self understanding are available. We are an Educational Testing Service Computer Based Testing Center and offer a variety of computer delivered assessments. For more information, please see testing information on the web at www.murraystate.edu/testing
A full range of credit by examination opportunities is available at Murray State University through the CLEP and APP programs. Our policy on accepting credit through these programs may be found at www.murraystate.edu/clep
The Counseling Center offers computer-assisted career guidance through the use of the DISCOVER computer system. This resource can assist an individual in identifying potential career areas and provide detailed information regarding job characteristics and employment outlook. Instructions on obtaining an access code are provided on the Counseling Center's website.

Disability Services. The Office of Student Disability Services, located on the fourth floor of the Wells Hall, offers accommodations and academic support services for students who have disabilities. These disabilities include cognitive (i.e. learning disabilities, attention deficit disorders, and traumatic brain injuries), psychological impairments, seizure disorders, autism, sensory, mobility, or other physical or health impairments. Accommodations may include: textbooks in alternate format, notetakers, testing accommodations, classroom and course accommodations, and housing and parking accommodations. All accommodations are based on each student's documented disability.
Project for Achieving Student Success – Project PASS provides a more comprehensive level of academic support for entering freshmen and new transfer students with disabilities. Enhanced support services include: scheduling assistance during summer orientation, an early move-in program to help freshmen students with disabilities make the transition from high school to college, specialized English and World Civilization classes, three semesters of study skills courses designed specifically for students with disabilities, and conferences with students during their first three semesters at MSU to review mid-term grades and develop a plan to achieve academic success. Finally, Project Mentor is an academic support program that offers enhanced support through trained mentors, which allows students with disabilities to receive individualized assistance with learning effective strategies for organizing and studying course-related materials and assignments. Fees for Project Mentor are based on the number of hours each week the student meets with his/her academic mentor. Please see the SDS website for more information: www.murraystate.edu/studentdisabilityservices. Telephone number: 270-809-2018.

Financial Aid Assistance. Murray State University offers a wide variety of financial aid for deserving students. This aid is designed to assist students in financing their education, to recognize scholastic achievement, to encourage continued educational growth and to reward service to the university and the community. In all cases, the student and/or the student's family or spouse are expected to contribute to the costs of education in proportion to their financial capabilities.
If the student and his/her parents or spouse will commit all possible resources, the Student Financial Aid Office will make every effort to bridge the economic gap by a financial aid package. Forms and information concerning loans, grants and student employment may be obtained from the Student Financial Aid Office in Sparks Hall or by reviewing your myGate account for any outstanding requirements needed. Scholarship information may be obtained from the University Scholarship Office which is located in Ordway Hall.
http://www.murraystate.edu/Students/Undergraduate/PayingForCollege/fas/FinancialAid.aspx

Health Services. Health Services is located at ground level in the north wing of Wells Hall. The clinic is open for student visits from 8:00 a.m. to 11:30 a.m. and from 1:00 p.m. to 4:00 p.m. on weekdays when classes are in session, with the exception of Wednesday afternoons. Primary health care is offered on a drop-in outpatient basis. Students are screened and assessed by professional nurses. They may be treated or referred to the physician, depending on the nature of the visit. The local hospital provides physician services on a 24-hour basis for emergencies.
http://www.murraystate.edu/Campus/HealthServices.aspx

LGBT Services. The Commonwealth of Kentucky has long been a leader in promoting human rights especially through its system of higher education. At Murray State University, we are creating a community that values diversity and learns from that diversity. The University supports lesbian, gay, bisexual, and transgender (LGBT) students, faculty, and staff by providing campus life programs, LGBT student groups, and LGBT Services. Thank you for visiting our site and we encourage you to explore the opportunities posted on the site and to contact us if you wish any further information or assistance. MSU is an institutional member in the Consortium of Higher Education LGBT Resource Professionals, which is an associate member organization in the Council for the Advancement of Standards in Higher Education (CAS).
http://www.murraystate.edu/HeaderMenu/Administration/StudentAffairs/departments/lgbt.aspx

Multicultural Affairs. The Office Multicultural Affairs was established to provide ongoing assistance and support to Murray State's student population prior to and following their enrollment. The office serves as a clearinghouse, a referral service, and a liaison among administration, academic units and the community. For additional information contact the Office of Multicultural Affairs in the Marvin D. Mills Multicultural Center, Room 110 in the Curris Center, call 270-809-6836 or email the office at msu.multicultural.affairs@murraystate.edu.

Psychological Center. Located in 401 Wells Hall, the Center serves as a training facility for graduate students in the Clinical Psychology Master's program. Clinicians provide psychotherapy free of charge for Murray State students, faculty, and staff. Psychodiagnostic assessment is offered to students, faculty, and staff for a minimal charge. Psychological services are also offered to children and adults in the community for fees charged on a sliding-
scale basis. For more information, www.murraystate.edu/psychologicalcenter or 270-809-2504.

Rehabilitation Services. Located at 117 Wells Hall, the Office of Vocational Rehabilitation provides services to individuals who have a physical or mental impairment which constitutes or results in a substantial impediment to employment. Reasonable expectation that vocational rehabilitation services will benefit the individual in terms of employment outcome must exist. Services provided can include vocational assessment, vocational counseling, rehabilitation technology, training (tuition, books, fees, etc.),job placement, and other services as needed on an individual basis. The amount provided is based on financial needs assessment and availability of funds. Telephone number: 270-809-3371.

Veterans Affairs. The primary mission of the office is to assist the veteran student with the successful transition from military to university campus life. Eligible candidates should contact the office immediately concerning general procedures and documents required to complete enrollment certification with the VA regional office. This will help ensure prompt payment of education benefits. Veterans under the Vietnam-era Montgomery G.I. Bill (Chapter 34) should be aware that this program was terminated on December 31, 1989. Active-duty personnel (Chapter 34) entering the service after June 1, 1988, and those who entered after July 1, 1985, will qualify for educational assistance under the new Montgomery G.I. Bill (Chapter 30). A six-year commitment is required with the National Guard or Selected Reserve for the Montgomery G.I. Bill (Chapter 1606). People who have a disability rating will receive funding through the rehabilitation program (Chapter 31). Those who have served between January 1, 1977, and July 1, 1985, and participated in the matching funds program (Chapter 32 VEAP) also have educational benefits. Children, spouses and widow(er)s of veterans who, while serving in the armed forces, were killed on active duty, or have died as a result of a service connected disability, or are permanently and totally disabled, or were prisoners of war, or are missing in action qualify for benefits under the Survivors' and Dependents' Educational Assistance Program (Chapter 35). Students eligible for the Post 9/11, Chapter 33 must have served on active duty after September 10, 2001 for a minimum of 90 aggregate days (excluding entry level and skill training); or a minimum of 30 continuous days if discharged for a service -connected disability. Active duty members are eligible the 90th day after completion of entry level training. For the most current and up to date information on all VA programs, benefits, and eligibility, please visit the U. S. Department of Veterans Affairs website: www.gibill.va.gov.
http://www.murraystate.edu/Students/veterans/VeteransAffairs.aspx

Wellness Center. The Susan E. Bauernfeind Student Recreation and Wellness Center is a 73,000 square foot state-of-the-art exercise facility. The Wellness Center features: three full-size basketball courts with hardwood floors, aerobics studio with hardwood floors, a variety of aerobics courses, spinning classes, both free weights and selectorized weight machines, two racquetball courts, approximately 50 pieces of cardio equipment and an indoor 1/11th mile track. The facility includes an indoor swimming pool featuring a lap pool, leisure pool area, whirlpool and vortex. The Wellness Center also houses the Healthy Horse Outfitters and a lounge with internet access. You can contact the Susan E. Bauernfeind Student Recreation and Wellness Center by calling (270) 809-6000.
http://www.murraystate.edu/Campus/orgsRecreation/sportsRecWellness/recFacilities/wellnessCenter.aspx

Women's Center. Murray State University's Women's Center serves as an advocate of women's issues on campus. It provides a variety of educational and support services including walk-in crisis counseling, support groups, peer education programs and seminars of interest to the entire campus community. Topics commonly addressed include rape, issues related to women's physical health, relationship violence, harassment and the changing role of women society. The center is located on the first floor of the Oakley Applied Science Building. Services are provided free of charge to the campus community.
http://www.murraystate.edu/HeaderMenu/Administration/StudentAffairs/departments/womensCenter.aspx