

Office of the University Registrar

Authority

The University's academic policies originate with and are developed by the Administration and faculty, led by the various college deans and department chairs. The University Registrar coordinates policy compliance among various divisions of the University including Admissions, Financial Aid, Information Technology, the Graduate School, the Office of Institutional Research and Planning, and Student Financial Services, and is responsible for establishing, implementing, administering, monitoring, reporting and enforcing the requisite policies and procedures.

Introduction

The Office of the University Registrar

- Oversees and supervises the Offices of the Registrar on the various campuses of Troy University,
- Evaluates transcripts from previously attended institutions, determines which courses are equivalent to TROY courses, posts them to transcripts, manages the processes required in response to requests for course substitutions and otherwise determines the acceptance of transfer credit,
- Manages the registration process, posting grades to transcripts as well as the issuance of transcripts,
- Manages the processes necessary for the adding and/or dropping of courses and the withdrawing from all courses for a semester/term,
- Manages and administers the processes necessary for students to graduate,
- And, as in most other institutions, manages, coordinates and maintains the academic advising of students, which, in our case, is accomplished through the Student Planning tool within our Trojan Web Express.

Student Responsibility

YOU, the student, are responsible for keeping the University aware of your degree program plans, changes to that plan as well as any and all unavoidable, unexpected and unforeseen deviations from it. Failure to notify the University (through the Office of the Registrar) of any and all changes and/or deviations from your degree program plan and/or attempting to change/deviate from the plan without prior

appropriate approval usually results in wasted money and time and may put your graduation in jeopardy. YOU, the student, are responsible for keeping your Advisor (assigned staff and/or faculty) informed. Although your Advisor makes reasonable efforts to ensure communications with you are factually accurate, neither s/he nor the University assumes responsibility for clerical errors or errors occasioned by honest mistakes. To summarize, all program requirements for your degree must be met before you graduate.

Academic Calendar

- Troy University operates on a semester calendar/system
- Credit Hour Equivalency
 - College credit is expressed in semester hours or credit hours
 - One semester hour (credit hour) is defined as
 - One hour of classroom or direct faculty instruction and a minimum of two hours of out-of-class student work each week for approximately fifteen weeks (not including final exam time) or the equivalent amount of work over a different amount of time; or
 - 50 minutes of classroom instruction plus additional out-of-class work—the general expectation is two hours—for fifteen weeks is the basis for a credit hour; or
 - A minimum of 2,250 minutes per three semester hour course of instruction, which does not include final exam time; or
 - An amount of work represented in intended learning outcomes that are at least an equivalent amount of work as required in paragraph (1) of this definition for other academic activities including laboratory work, internships, practica, studio work and other academic work leading to the award of credit hours.
 - Most TROY courses carry 3 semester hours of credit; however, notable exceptions are:
 - TROY 1101 is a 1 semester hour course
 - Laboratory Credit:
 - Lab credit is usually 1 semester hour
 - 2 hours of laboratory work are usually accepted as the equivalent of 1 hour of regular class work. The actual

number of hours is determined in order to satisfy the course objectives.

- Academic Year
 - Traditional semester
 - Fall (August – December)
 - Spring (January – May)
 - Summer (May – July)
 - Term (Accelerated semester)
 - T1 (August – October)
 - T2 (October – December)
 - T3 (January – March)
 - T4 (March – May)
 - T5 (May – July)
- Specific calendar dates and dates of specific events (Registration, Last day to add/drop/withdraw, First day of term, Last day to submit Intent to Graduate form, etc.) are on the Academic Calendar, which may be found online at <http://www.troy.edu/academiccalendar.html>.

Academic Honors

- Chancellor’s Honor List—4.0 GPA over 12 hours
 - A student on a traditional semester calendar
 - Full time: Eligible upon completion of 12 or more hours in a semester.
 - Part time: Eligible upon completion of 12 consecutive hours.
 - A student on a term calendar is eligible upon completion of 12 consecutive hours.
- Provost’s Honor List—3.65 GPA over 12 hours
 - A student on a traditional semester calendar
 - Full time: Eligible upon completion of 12 or more hours in a semester.
 - Part time: Eligible upon completion of 12 consecutive hours.
 - A student on a term calendar is eligible upon completion of 12 consecutive hours.
- Graduation Honors
 - Cum Laude: Cumulative GPA of 3.40

- Magna Cum Laude: Cumulative GPA of 3.60
- Summa Cum Laude: Cumulative GPA of 3.80

Eligibility requires completion of no less than 30 hours with Troy University (excluding courses with grades of “P” or “F” [Pass/Fail]) prior to one’s final registration.

Graduation Honors are printed in the graduation program, announced at graduation ceremonies, and are printed on diplomas and transcripts; however, due to the unavailability of grades for the final semester/term during the time commencement programs are printed, honors designations are based on the GPA earned through the previous semester/term. Final academic honor designations are determined after grades have been posted. Final, official honor designations will be printed on the transcripts. Diplomas will be reprinted for students whose last semester/term grades alter the honors designation.

Americans with Disabilities Act (Also see p. 22 of “The Oracle”)

Auditing a course

- Audit any TROY course by indicating AUDIT, rather than CREDIT at registration.
- Academic credit will not be awarded for audited courses.
- Audit credit is not calculated toward Load Limit.
- Audit credit is charged at the published audit credit tuition rate.
- One may change from audit to credit or from credit to audit through, but not beyond the first week of the course (also known as the “Free Schedule Adjustment Period”).

Catalog

- Authority

The graduate and undergraduate catalogs are the official announcements of the academic policies, programs, requirements and regulations of the University, and everyone enrolled in the University is subject to their provisions as stated. Every student is responsible for following the

standards and expectations contained in the catalogs, as well as those in the student handbook, *The Oracle* (trojan.troy.edu/oracle/).

- **Catalog Year**

Policies, regulations, requirements, rules and standards often change from year to year. Therefore, students are subject to the policies and procedures of the catalog in effect upon receipt of one's first grade for a TROY course, thus establishing one's "Catalog Year."

One's graduation is dependent on successful adherence to and completion of the policies, procedures and academic programs in effect in the catalog of one's Catalog Year.

3 years of academic inactivity results in one's Catalog Year being changed (updated) to the catalog in effect at the time one returns to the University.

Failure to complete degree program requirements within 8 years of receiving one's first grade for a TROY course results in one's Catalog Year being changed (updated) to the catalog in effect at the time one returns to the University.

Classification (Undergraduate)

- Freshman Less than 30 hours earned
- Sophomore 30 – 59 hours earned
- Junior 60 – 89 hours earned
- Senior 90 or more hours earned

Complaint Policy (<http://trojan.troy.edu/students/documents/TROY-Student-Complaint-Policy-and-Form.pdf>)

Course Sequence

- Register for program required courses in numerical sequence, making allowance(s) for the following
- exceptions
 - Academic advisor's recommendation
 - Catalog requirement

- Prerequisite(s)
- “Advanced” courses – Sophomore level or above
- “Upper Level” courses – Junior level or above
- Numeric Sequence of Courses
 - 0090 sequence: Developmental
 - Satisfactorily completed courses and attendant credit hours do not satisfy any degree requirements and do not count toward graduation.
 - Quality points calculate toward institutional GPA only
 - 1100 sequence: Freshman level (Some exceptions are noted in course descriptions.)
 - 2200 sequence: Sophomore level
 - 3300 sequence: Junior level
 - 4400 sequence: Senior level
 - 5500 sequence: Graduate level (Open to seniors by permission)
 - 6600 sequence: Graduates only
 - 7700 sequence: Education Specialists only
 - 8800 sequence: Graduates only – doctoral level

Credit

- Credit Load
 - Semester/Term Definitions
 - Semester: 16 weeks
 - Session: 4.5 weeks within a summer traditional semester
 - Term: 9 weeks
 - Concurrent Enrollment
 - Enrollment in semester AND term schedules simultaneously
 - Concurrent enrollment exceeding 18 semester hours constitutes an overload which is subject to the overload policy.
 - Troy campus
 - Fall and Spring semesters
 - Minimum full-time: 12 semester hours

- Maximum: 18 semester hours (13 semester hours if on Academic Probation)
- Overload: 19 – 21 semester hours. In order to be allowed to carry an overload, student must meet the following conditions
 - Unconditional admission status
 - 3.5 GPA (Institutional)
 - Recommendation of advisor
 - Signature of department chair (or designee)
 - Signature of Associate Provost/Dean of Undergraduate Studies
- Summer semester
 - Minimum full-time: 9 – 12 semester hours
 - Over the entire summer
 - 12 semester hours required for Financial Aid
 - Maximum: 13 semester hours (10 semester hours if on Academic Probation)
 - Overload: 14 – 15 semester hours. In order to be allowed to carry an overload, student must meet the following conditions
 - Unconditional admission status
 - 3.5 GPA (Institutional)
 - Recommendation of advisor
 - Signature of department chair (or designee)
 - Signature of Associate Provost/Dean of Undergraduate Studies
- Campuses on Term Schedules (Dothan, Montgomery and Phenix City campuses as well as TROY Online.)
 - Minimum full-time: 6 semester hours
 - Maximum: 10 semester hours
 - 7 semester hours if on Academic Probation
 - Overload: 11 – 13 semester hours (not to exceed 21 hours over 2 consecutive terms). In order to be allowed to carry an overload, student must meet the following conditions

- Unconditional admission status
 - 3.5 GPA (Institutional)
 - Recommendation of advisor
 - Signature of department chair (or designee)
- Non-Traditional Credit
 - Credit by Examination
 - Challenge Examinations – Some departments of the University have developed challenge examinations in areas which, with approval of the Academic Council, can be used in lieu of certain required courses. Consult the appropriate department chair for additional information.
 - General Certificate of Education for Advanced and Advanced Subsidiary Level Examinations (GCE A/AS Level) (Also referred to as AICE/Cambridge International Exams, etc.) (P. 27 and http://troy.edu/records/assets/documents/GCE_A-AS_Level_Transfer.pdf)
 - Advanced Placement Examination (AP) (P. 23 and http://www.troy.edu/records/assets/documents/AP_credit.pdf)
 - Must meet or exceed the required minimum score in effect as of the date of the exam
 - CLEP Examination (<http://troy.edu/records/assets/documents/CLEP.pdf>)
 - Cannot be awarded for courses for which credit has been attempted
 - Must meet or exceed the required minimum score in effect as of the date of the exam
 - DANTES Subject Standardized Test (DSST) (P. 21 and <http://troy.edu/records/assets/documents/DANTES.pdf>)
 - Course equivalency for DSST tests are available in several disciplines including a number of General Studies requirements as well as for some general electives.
 - Information regarding DSSTs, equivalent Troy University courses and test scores needed for course/credit

equivalency is available at:
<http://trojan.troy.edu/records/assets/documents/DANTES.pdf>.

- International Baccalaureate (IB) Credit (P. 24 and [http://troy.edu/records/assets/documents/IB credit.pdf](http://troy.edu/records/assets/documents/IB%20credit.pdf))
 - Available for degree seeking students only
 - IB credit appears on transcripts with grades of “P” and is not calculated in one’s GPA.
 - Awarded with appropriate higher-level (H-L) examination score and posted on transcripts AFTER official scores are received, evaluated and certified.
- Military Electives are academic credits based on recommendations found in the American Council of Education (ACE) Guide.
- Experiential Credit
 - College level learning can occur outside the formal structure of regionally accredited institutions.
 - TROY recognizes and follows the guidance of The American Council on Education (ACE) which recommends credit for learning acquired through military, industrial or regionally accredited technical school training programs, where the learning is applicable to one’s degree program.
 - Some other college level learning, which is not transferable though standard methods of acquiring non-traditional credit, can be documented and evaluated and may be accepted as credit by TROY using the Experiential Learning Assessment (ELA) process.
 - The ELA process is based on the “Principles of Good Practice in Assessing Experiential Learning” recommended by the Council for the Adult and Experiential Learner (CAEL).
 - Under the ELA process, students prepare a carefully organized portfolio documenting learning outcomes (NOT learning activities) for the purpose of earning credit for a specific college course (or courses).

- See Cross Discipline Courses (CDC) 3301 – Portfolio Development for complete details.
 - No more than 25% of one’s degree program may consist of ELA credit.
 - ELA credit will NOT count toward meeting one’s Residency Requirement.
 - One must successfully complete at least 12 hours of Residency credit with TROY and attain an admission status of “Unconditional” before ELA credit will be posted to one’s transcript.
- Residency Credit
 - Definition: Academic credit received from TROY, excluding developmental and institutional only (such as English as a Second Language (ESL)) credit.
 - In order to graduate, one must
 - Attend TROY for at least 2 semesters, and
 - Complete at least 25% of one’s degree program with TROY.
 - May include the semester/term in which one graduates
 - Exceptions may apply for RN-to-BSN (Contact the Registrar for further information)
- Transfer Credit
 - Definitions
 - Academic credit and/or degrees accepted by Troy University must be earned at regionally accredited U.S. institutions or at foreign universities whose academic credit and/or degrees have been evaluated and determined to be equivalent to that awarded by a regionally accredited U.S. institution. All transfer credit is evaluated in terms of level, content, quality, comparability and degree program relevance.
 - College level course equivalency credit recommended by the American Council on Education (ACE) Guide which is usually granted through military, industrial or regionally accredited technical school training programs where the learning is applicable to one’s degree program

- Transfer Credit Listings
(<http://troy.edu/records/aec/transferecreditlistings.html>)
- Provisional Credit (From other than regionally accredited institutions)
 - One receiving college level credit from an institution of higher learning that is not regionally accredited may petition the Registrar (and appropriate college Dean) to accept that credit.
 - Consideration for acceptance will include
 - Successful completion of at least 24 hours with TROY with a cumulative GPA of 2.0 or better,
 - The institution's affiliation with the Commission on Recognition of Post-Secondary Accreditation; and/or,
 - The acceptance of credit from the institution by at least 3 regionally accredited institutions in its area.
 - Credit being considered for acceptance will be held in abeyance (suspension) until one successfully completes 24 hours in residency with TROY.
- **Transient Credit**
 - Definition: Credit, acceptable for transfer to TROY, but which is earned at another institution by one whose status at TROY is "Active."
 - Conditions and Restrictions
 - TROY reserves the right to refuse acceptance of transient credit earned without the appropriate, prior approval of the Registrar.
 - Credit earned at other institutions without prior, official Transient Authorization
 - Will be treated as Transfer Credit which may not be accepted by TROY as the student intended, or hoped it would.
 - May require changing the students' catalog, and/or Catalog Year.
 - Transient credit is counted toward one's credit load. (See Credit Load, pages 6 and 7)
 - Transient authorization is for a specific period of time, usually a semester/term.
 - One wishing to return to TROY after the authorized time must reapply to TROY through the Admissions Office. (See "Admissions")
 - One is responsible for having official transcripts sent to TROY

- Transient Authorization forms may be found online at <http://www.troy.edu/records/ug-forms.html>

Degrees

All degree program requirements must be successfully completed.

Only one degree will be conferred on a student for any semester/term.

- Associate (2 year degree program)
 - Requirements and Restrictions
 - TROY will not confer an Associate degree on one with a Bachelor degree in the same degree program
 - Successful completion of at least 60 hours of academic credit
 - Minimum GPA of 2.0 for courses at TROY (Institutional)
 - Minimum GPA of 2.0 for all courses (Cumulative)
 - Minimum GPA of 2.0 in one's area of concentration
 - At least 50% of the degree program must be traditional academic credit (excluding credit by exam and the like)
 - At least 25% of the degree program must be "Residency Credit" (credit earned from TROY)
 - At least 9 hours of Residency Credit must be completed in one's major area of concentration.
 - No more than 25% of the degree program may be through our Experiential Learning Assessment
 - File an Intent to Graduate form (www.troy.edu/graduation/intent.html) by the published deadline date on the Academic Calendar (<http://troy.edu/academics/academiccalendar.html>).
- 2nd or subsequent Associate degree(s)
 - One will not receive more than one Associate of General Education degree from TROY
 - One must notify one's advisor of one's intention to pursue a 2nd (or subsequent) Associate degree.
 - Credit earned in a concentration or major may be used to meet the requirements of only one associate degree.

- Credit earned in a concentration or major may not be used retroactively to satisfy the requirements of another associate degree.
- Requirements satisfied for a previous degree(s) will not be allowed to satisfy requirements for the 2nd, or subsequent degree(s).
- Only one degree will be conferred on a student for any term/semester.
- Requirements for the 2nd (or subsequent) Associate degree
 - Complete the first degree as certified by the Registrar.
 - Declare a new program of student after the first degree has been certified as completed by the Registrar.
 - Earn an additional 15 semester hours in residence in the declared program. (See Residency requirements)
 - File an Intent to graduate form at www.troy.edu/records/graduation/html in accordance with the deadlines published in the Academic Calendar.
 - Meet all current requirements for the second or subsequent degree. An associate degree cannot be declared once a baccalaureate degree has been awarded in the same program.
- Baccalaureate/Bachelor (4 year degree program)
 - Requirements and Restrictions
 - NOTE: Student earning a degree in the College of Education should refer to the Education section for specific GPA requirements.
 - Successful completion of at least 120 hours of academic credit
 - Minimum GPA of 2.0 for courses at TROY (Institutional)
 - Minimum GPA of 2.0 for all courses (Cumulative)
 - Minimum GPA of 2.0 in each of one's major field of study
 - At least 50% of the degree program must be traditional academic credit (excluding credit by exam and the like)
 - At least 50% of the degree program must be completed at the senior college (of a 4 year degree) level.
 - At least 25% of the degree program must be "Residency Credit" (credit earned from TROY)
 - At least 12 hours of Residency Credit must be completed in each of one's major area of concentration.

- No more than 25% of the degree program may be through our Experiential Learning Assessment
 - A course may be used to satisfy only one requirement. For example, if the same course is required for both the major and minor selected, it may be used to satisfy only one of these requirements. An additional course or courses must be completed to satisfy the remaining requirement.
 - File an Intent to Graduate form (www.troy.edu/graduation/intent.html) by the published deadline date on the Academic Calendar (trojan.troy.edu/academics/academic_calendar.html).
- 2nd or subsequent Baccalaureate/Bachelor degree(s) from TROY
 - One must notify one's advisor of one's intention to pursue and 2nd (or subsequent) Baccalaureate/Bachelor degree.
 - Requirements for the 2nd (or subsequent) Baccalaureate/Bachelor degree are the same as for the first one. (Requirements satisfied for the previous degree(s) will not be allowed to satisfy requirements for the 2nd, or subsequent degree(s).)
 - File an Intent to Graduate form (<http://www.troy.edu/records/graduation/intent.html>) by the published deadline date on the Academic Calendar (trojan.troy.edu/academics/academic_calendar.html).
- 2nd or subsequent Baccalaureate/Bachelor degree(s) when the first is NOT from TROY
 - Previous Baccalaureate/Bachelor degree must be from a regionally accredited institution.
 - Residency requirements apply
 - Major/Concentration requirements apply
 - A course may be used to satisfy only one requirement. For example, if the same course is required for both the major and minor selected, it may be used to satisfy only one of these requirements. An additional course or courses must be completed to satisfy the remaining requirement.
 - Some or all General Studies requirements may be waived if
 - Approved by the Registrar prior to beginning course work and

- They are not specified as prerequisites for course(s) needed at TROY, or
- They are not specified as requirements for the major and/or program being pursued.

Drop and/or Withdraw (See also “Tuition and Expenses”)

- Definitions
 - Drop: Reducing, but not eliminating, one’s credit load for a semester/term. (Student remains enrolled in at least one course for the semester/term)
 - Withdraw: Eliminating one’s credit load for a semester/term. (Student is no longer enrolled in any courses for the semester/term)
- Drop courses online via Student Planning which is located within Trojan Web Express (TWE).
<https://trojanweb.troy.edu/WebAdvisor/WebAdvisor?TYPE=M&PID=CORE-WBMAIN&TOKENIDX=5241635873>
- Withdraw from all courses online via Student Planning which is located within TWE.
<https://etroy.troy.edu/forms/eWithdrawForm.aspx?levelid=GR>
 - Student Planning will not allow you to drop your last (or only) course.
 - When attempting to drop your last (or only) course via Student Planning, an error message will appear on the screen with instructions to contact the Registrar’s Office. There, you will be instructed to complete and submit the withdrawal form before the published deadline. (See hyperlink above.)
- Deadline dates are published on the TROY Academic Calendar (<http://www.troy.edu/academiccalendar.html>)
 - From the beginning of the registration period through the end of the first week of the course, one may drop or withdraw online via Student Planning without academic penalty. Eligible tuition and refundable fees will be returned.
 - During the second week of the course, one may drop online via Student Planning or complete and submit before the deadline the online withdrawal form. (See hyperlink above.)

- These courses will be assigned grades of “DR” (when dropped) or “W” (when withdrawn).
 - If eligible, 50% tuition will be returned.
- Last day to drop or withdraw and receive grades of “DR” (when dropped) or “W” (when withdrawn)
 - Semester: 11:59 PM (Central Time Zone) on Monday of the 11th week of the semester.
 - Term: 11:59 PM (Central Time Zone) on Friday of the sixth week of the term
- Last day to drop or withdraw.
 - Semester: After the last day to drop or withdraw and receive grades of “DR” (when dropped) or “W” (when withdrawn)
 - One will be assigned the grade earned
 - No refund
 - Term: After the last day to drop or withdraw and receive grades of “DR” (when dropped) or “W” (when withdrawn)
 - One will be assigned the grade earned
 - No refund

Enroll / Register

- Register for courses during the published registration dates (Preferably before the 1st day of the semester/term)
 - One MUST be registered for a course before attending a class meeting. (Please register online via Student Planning which is located within TWE.)
 - Registering for 1 or more courses obligates one in the following ways
 - Registering obligates one to pay applicable tuition and fees.
 - Registering obligates one to attend and/or participate in the course as required by the course syllabus.
 - Registering obligates one to notify the Office of the Registrar if/when one becomes unable to meet these obligations.
 - One with an outstanding balance owed to TROY will not be allowed to register for succeeding semesters/terms. (Balances may be paid online via _____ TWE _____ at _____)

<https://trojanweb.troy.edu/WebAdvisor/WebAdvisor?TYPE=M&PID=CORE-WBMAIN&TOKENIDX=3818155384>

- Degree Program by Contract (Undergraduate only) -- One who does not find a stated program which meets one's needs may consult the appropriate college dean to discuss the possibility of entering into a contract program, which normally consists of
 - 30 hours (at least) of an existing academic major
 - 36 hours of agreed upon electives which contribute to the degree program
 - The 36 hours of agreed upon electives PLUS the hours of the existing academic major (at least 30) may not total more than 77 hours.
 - All General Studies requirements must be met.
- Independent Study and Research
 - Guided Independent Research (course numbers 4491 and 4492, 1 – 3 hours per course) focuses on critical evaluation of research techniques, methods and procedures.
 - Prerequisites
 - Classification of Junior or Senior
 - Minimum cumulative GPA of 3.0
 - Consult the appropriate college dean to discuss the possibility of enrolling in an independent study and research course, then obtain
 - Permission of guiding professor
 - Approval of appropriate department chair and dean
 - Requirements
 - Independent Study forms (available in the Office of the Registrar) must be completed and submitted to the appropriate department chair at least 2 weeks before the beginning of the semester/term in which the research is to be undertaken.
 - The guided independent research may be in one's major or minor field only.

- Guided Independent Study (course numbers 4493 and 4494, 1 – 3 hours per course) is a supervised study through internship, field or laboratory projects, guided readings, creative endeavors or achievement in specific skills.
 - Prerequisites
 - Classification of Junior or Senior
 - Consult the appropriate college dean to discuss the possibility of enrolling in an independent study and research course, then obtain
 - Permission of guiding professor
 - Approval of appropriate department chair and dean
 - Requirements – Independent Study Forms (available in the Office of the Registrar) must be completed and submitted to the appropriate department chair at least 2 weeks before the beginning of the semester/term in which the study is to be undertaken.
- Honors Independent Study (course number 4498, 1 – 3 hours per course). Available to and required of one in the Honors Program seeking an independent study course.

Fraud

Forgery, alteration or misuse of any University document, record or instrument of identification is fraud and subject to prosecution to the fullest extent allowable under University, civil and criminal policies, rules, statutes and laws.

Good Standing (Academic)

- A graduate student is considered to be in good standing with TROY has a cumulative GPA of at least 3.0.
- An undergraduate student is considered to be in good standing with TROY has a cumulative GPA of at least 2.0.

Grades

- Grade Appeal
 - Faculty have the authority to grade student work and to assign grades, these are academic judgments.
 - A faculty member's syllabus enumerates student academic performance expectations and consequences.
 - Faculty members render academic judgments when a student's academic performance violates established standards or fails to meet stated expectations.
 - Academic judgments made by faculty, are based on academic content, course requirements, and student performance.
 - Students may not appeal grades based on allegations concerning the competence of a faculty member, the fairness of examinations, the difficulty of a course, or other matters of a purely academic nature.
 - Grades for individual assignments and exams may not be appealed.
 - While it is recognized that faculty hold the right and responsibility to grant a grade, a student who receives a course grade that he or she believes to be unwarranted for reasons other than those listed above may appeal that grade using these stated procedures.
 - The grade assigned for the course may be appealed if believed to be unwarranted for reasons other than those listed above AND if these procedures are followed.
 - **Step 1:** Within the first four weeks of the start of the semester/term following the one in which the grade is received, the student must informally appeal the grade to the instructor.
 - If the instructor is not teaching at Troy University during the term following issuance of the grade, the student will make contact with the instructor through the department chair to informally appeal the grade.
 - In the case of a course taught through TROY Online, students should contact their home campus or site to determine the person designated by the appropriate college dean to assist the students with their appeals.

- If the appeal is resolved, the instructor will complete and submit a Change of Grade form to the Registrar.
- **Step 2:** If the appeal is not resolved at this informal level and the student wishes to pursue the appeal, the student shall request in writing a meeting with the respective department chair.
 - This request shall be addressed to the department chair and shall be received no later than the end of the fifth week of instruction for the term or semester following the issuance of the grade.
 - The request must summarize the student's complaint and the student's informal appeal to the instructor.
 - In the case of a course taught through TROY Online, student should contact their home campus or site to determine the person designated by the appropriate college dean to assist the student with their appeals.
- **Step 3:** Within 2 weeks of receipt of the request, the department chair shall discuss the appeal with the student and with the instructor, separately or at the same time. If the department chair upholds the decision, the matter is closed. The decision is final.
- **Step 4:** If the department chair does not support the decision of the instructor, the matter shall be appealed within two weeks of the department chair's decision to the designated associate dean or dean of the college.
 - The department chair will forward the appeal package to the designated associate dean or dean.
 - The designated associate dean or dean will empanel three full-time faculty colleagues from the department and/or discipline to review the matter. *The decision of this panel shall be final and binding on all parties.* If the assigned grade is to be changed, the instructor will complete and submit a Change of Grade form to the Registrar.

- **Note:** Students may not use this procedure to appeal grades resulting from violations of academic honesty. Students should refer to the **Oracle**, the University's official student handbook, for those appeals.
 - Grade Point Average (Also see "Admissions" in catalog) Grade point average (GPA) is calculated by dividing the number of grade points *earned* by the number of credit hours *attempted*. TROY transcripts display 2 GPA types:
 - Cumulative GPA, which is from all institutions attended, and
 - Institutional GPA, which is from TROY only.
 - GPA Standards for graduates
 - Students must have a 3.0 grade point average (4.0 scale) for all work attempted at the time of degree completion.
 - Credits over eight years old shall not be used in computing the final grade point average at the time of degree completion.
 - In the case of courses that have been retaken due to grades of "C" or below, all grades will be counted as hours attempted in determining the overall grade point average.
 - GPA Standards for undergraduates
 - For one whose admission status is "Conditional"
 - Must earn an institutional GPA of 2.0 or higher on the first 24 hours attempted.
 - Failure to meet this standard results in one being dropped from the program (i.e., dismissal from the University).
 - For one whose admission status is "Unconditional"
 - Must earn and/or maintain an institutional GPA of 2.0 or higher.
 - Failure to meet this standard results in one being placed on "Probation." "Probation" is a disciplinary measure designed to alert one that satisfactory academic progress is not being made so appropriate, corrective measures can be taken. The semester/term one is on "Probation"
 - Notification is sent via TROY email
 - "Academic Probation" appears on one's transcript and will appear on the transcript following each semester/term of continued probation.
- While on "Probation," one

- Is limited to
 - 13 hours per semester if on a Semester calendar, or
 - 7 hours per term if on a Term calendar.
- Must earn a GPA of 2.0 or higher each semester/term until the institutional GPA becomes 2.0 or higher.
- Failure to earn a semester/term GPA of 2.0 or higher while on Probation results in one being “Suspended” (i.e., restricted from registering for courses). “Suspension” is a disciplinary measure designed to encourage consideration of options that might improve one’s GPA. The semester/term one is “Suspended”
 - Notification is sent via TROY email
 - A notation appears on one’s transcript
 - Suspension Consequences
 - Credit will not be accepted for completed course work during one’s “Suspension.”
 - First “Suspension” is for one semester/term
 - Second “Suspension” is for two semesters/terms
 - Third “Suspension” is for an indefinite period of time; however, after 12 months, one may appeal for readmission to the Senior Vice Chancellor of Academic Affairs (or designee).

Readmission after an indefinite suspension requires one be placed on “Probation” (all “Probation” rules apply—see above).

Grading System

| Grade | Descriptions | Credit | Quality Points Per Sem. Hr. |
|-------|---|--------|--------------------------------|
| A | Excellent | Yes | 4 |
| B | Above Average | Yes | 3 |
| C | Average | Yes | 2 |
| D | Below Average | Yes | 1 |
| F | Failure | No | 0 |
| AU | Audit | No | 0 |
| DR | Dropped course prior to published deadline | No | 0 |
| FA | Did not attend any classes | No | 0 |
| I | Incomplete | No | 0 |
| FI | Course requirements not completed by end of time limit for course assigned an Incomplete. Assigned by Registrar. <i>(Calculates as "F" in the GPA.)</i> | No | 0 |
| NG | No grade reported by faculty at end of term. Assigned by Registrar. | No | 0 |
| P | Pass | Yes | 0 |
| W | Withdrew prior to the published deadline | No | 0 |

- Incomplete Grade

One may request a grade of “I” (incomplete grade) if unable to complete all course grading requirements.

- It must be requested of the instructor (not automatically assigned).
- The decision to accept or reject the request is at the discretion of the instructor; however, the student must meet the following criteria:
 - Complete and submit an “Incomplete Grade Request” form online at (https://forms.troy.edu/cgi-bin/adobe/index.cgi?action=incomplete_form) to the course instructor prior to the assignment of a course grade.
 - Progress in the course is deemed satisfactory.
 - Must be passing the course when the request is submitted
 - Adequate documentation (in the instructor’s opinion) must be submitted showing unforeseeable and unavoidable

- circumstances prevented completion of the course requirements by the last day of the semester/term.
- If the request is approved, the instructor will submit a grade of “I” (incomplete grade) for the course at the end of the semester/term.
 - The grade of “I” will remain on the transcript
 - For no more than 9 weeks after the last day of the semester/term in which the grade was assigned. (The specific date is specified on each semester’s/term’s Academic Calendar.)
 - After 9 weeks, the grade of “I” will be changed by the Registrar to the grade of “FI.”
 - “FI” is a grade assigned by the Registrar indicating the course requirements were not completed satisfactorily.
 - “FI” is equal to an “F” when calculating the GPA.
 - No more than 9 weeks, or until the instructor completes and submits a “Change of Grade” form changing the “FI” to a letter grade—whichever comes first.
 - To change an “I” to a letter grade
 - Assignments must be satisfactorily completed by the date(s) specified by the instructor (but not to exceed the 9 week limit) regardless of enrollment/registration.
 - Assignments received on or before instructor-set date(s) must be graded and calculated in the final course grade.
 - The instructor must complete and submit a “Change of Grade” form to the Registrar before the 9 week limit. (Assignments not received on time will not be graded and the instructor will not complete and submit a “Change of Grade” form.)
 - Grades appropriately received via the “Change of Grade” form will replace the “I” on the transcript. (“Change of Grade” forms not received on or before the 9 week limit will not be accepted and

the “I” grade will be changed by the Registrar to the grade of “F” on the transcript.

- Repetition of Courses
 - TROY courses repeated once will receive grade forgiveness for the 1st grade. (The 1st grade will not be calculated in the GPA.)
 - The grades of courses repeated more than once will be calculated in the GPA.
 - The last grade assigned for a repeated, program required course, must meet the minimum standard established for that course.

Graduation

- Complete all program requirements for the degree within 8 years of first grade received at TROY or “Catalog Year” will be updated to the catalog in effect upon one’s next registration.
3 years of academic inactivity results in one’s Catalog Year being changed (updated) to the catalog in effect at the time one returns to the University.
- Complete and submit an “Intent to Graduate” form (<http://www.troy.edu/records>) by the due date for the appropriate semester/term published on the Academic Calendar.

Military Agreements

- Servicemembers Opportunity Colleges (SOC)
SOC was created in 1972 to provide educational opportunities to servicemembers who have trouble completing college degrees because they frequently move from place to place.

SOC functions in cooperation with the Department of Defense, and Active Reserve Components of the Military Services to expand and improve voluntary postsecondary educational opportunities for servicemembers worldwide. SOC is funded by the Department of Defense (DoD) through a contract with the American Association of State Colleges and Universities (AASCU). The contract is managed for the DoD by the Defense Activity for Non-Traditional Education Support (DANTES).

As a member of the SOC network, Troy University is a part of the group of member institutions selected by the military services to deliver specific associate and bachelor degree programs to servicemembers and their families. As such, TROY has agreed to specific requirements and obligations that provide military students and their adult family members with opportunities to complete college degrees without suffering loss of academic credit to due to their moving from place to place.

- Department of Defense Memorandum of Understanding (<http://www.dodmou.com/>)

Miscellaneous Information and Items of Interest

- Attendance Policy
 - Financial assistance recipients must meet/participate in accordance with federal regulations.
 - Attendance/Participation requirements are specified in course syllabi.
- Class Section Cancellation—The University reserves the right to cancel any course section for insufficient enrollment.
- Emergency Situations
 - During periods of inclement weather creating perilous conditions which could put one’s self and/or others at risk of personal injury, class absence(s) will be excused.
 - Campuses will announce class cancellations via local and regional media as well as through the University’s website (<http://www.troy.edu>).
 - The University’s SOS communication system will be implemented to deliver accurate, timely information regarding emergency situations including instructions and notices.
 - Deliverable to a wide variety of electronic devices
 - Subscribe on the SOS – Emergency Information webpage at <http://sos.troy.edu/subscribe.html>
- Institutional Assessment of Student Academic Performance

TROY is committed to the continual improvement of its educational programs. The University periodically conducts assessments of student outcomes; therefore a student can expect to participate in academic outcomes assessment activities.

- Placement in Academic Courses
 - One may be placed on an advanced section of a given subject area if one's record indicates a high degree of achievement or if it indicates the student has successfully completed studies that should not be duplicated.
 - Troy University does not accept placement exemptions granted by other institutions.
 - Students are allowed one subsequent reset in both Math and English after their initial attempt at placement testing.
 - Students must wait a minimum of 30 days before being allowed to retest. Any placement exams taken within the 30 day wait period will not be accepted.
 - All placement test scores must be less than three (3) years old to be accepted by Troy University.
 - For more information, consult your academic adviser and/or your respective academic department.
 - ACT (English): with ACT (English) score of 30 – 34, one will receive three hours credit for ENG 1101.
 - ACT (English): with ACT (English) score of 35 – 36, one will receive six hours credit for ENG 11-1 and ENG 1102.
 - SAT (Verbal): with SAT (Verbal) score of 680 – 710, one will receive three hours credit for ENG 1101.
 - SAT (Verbal): with SAT (Verbal) score of at least 720, one will receive six hours of credit for ENG 1101 and ENG 1102.
- Student Records Policy (P. 222 and <http://trojan.troy.edu/records/assets/documents/Student-Records-Policy-2013.pdf>)

Office of the University Registrar (Online at <http://troy.edu/records/>)

Official Communication

Troy University's official means of correspondence with students is through the TROY email system (@troy.edu) **ONLY**. This includes, but is not limited to bills, statements, grades, correspondence from instructors, advisors, counselors, administration, etc.

Student Status

- Active: Currently registered for and participating in a course, OR not registered for a course for less than 1 year following one's last semester/term of enrollment.
- Inactive: Former student not registered for a course for more than 1 year following one's last semester/term of enrollment.
- Conditional Admission Status (Also see "Admissions")
- Unconditional Admission Status (Also see "Admissions")
- Temporary Admission Status (Also see "Admissions")

Transcript (<http://troy.edu/records/transcripts.html>)

Glossary of Terms

In Good Standing

Regional Accreditation

The Regional Accrediting agencies are

- Middle States Association of Colleges and Schools (MSACS)
- New England Association of Colleges and Schools (NEACS)
- North Central Association of Colleges and Schools (NCACS)
- Northwest Commission on Colleges and Schools (NCCS)
- Southern Association of Colleges and Schools (SACS)
- Western Association of Schools and Colleges (WASC)

Semester – 16 weeks (Troy, AL campus)

Term (Accelerated semester) – 9 weeks (Dothan, Montgomery, Phenix City and Global campuses)

TWE – Trojan Web Express