



Academic Policies & Procedures

Weekly Schedule

Online: The electronic class week begins on Tuesday (Day 1) and ends on Monday (Day 7). For example, when an assignment is due on Day 5, it must be posted no later than 11:59 p.m. Mountain Standard Time year-round (M.S.T.) on Saturday of that week. (All classroom messages are automatically date and time stamped using M.S.T.)

Associate Programs: The electronic class week begins on Monday (Day 1) and ends on Sunday (Day 7). For example, when an assignment is due on Day 5, it must be posted no later than 11:59 p.m. M.S.T. on Friday of that week. (All classroom messages are automatically date and time stamped using M.S.T.)

Local Campus: The course begins on the date scheduled for the local campus class meeting. All reading assignments for the class are available on eCampus prior to the scheduled date. If there is an assignment due at the first local campus class meeting, information about the assignment is also available on eCampus.

Directed Study: The course begins on the date scheduled by the campus. The scheduled date is considered Day 1. Assignments are due by 11:59 p.m. Mountain Standard Time year-round (M.S.T.) on the day they are due. See the faculty member's syllabus for assignment deadlines.

FlexNet®: The course begins on the date scheduled for the local campus class meeting. All reading assignments for the class are available on eCampus prior to the scheduled date. If there is an assignment due at the first local campus class meeting, information about the assignment is also available on eCampus. For face to face workshop weeks, weekly assignments are due at the start of each workshop. For online class weeks, see the faculty member's syllabus for assignment deadlines.

SAS: The electronic class week begins on Tuesday (Day 1) and ends on Monday (Day 7). For example, when an assignment is due on Day 5, it must be posted no later than 11:59 p.m. M.S.T. on Saturday of that week. Residency courses begin on a variety of days depending upon the specific residency. Residency course dates are communicated to students by the Academic Counselor and through information posted on the SASWeb – Dissertation site. *Link: eCampus > Services > SASWeb—Dissertation > Residency Information*

Where to Submit Assignments

All Modalities: Students will submit all formal assignments to the Assignment Files tab. Navigate to the Assignment Files tab in your classroom. Locate the link to submit an assignment as an attachment.

Classroom Messages

All Modalities: Please note all student messages may be viewed by the entire class. To post a private message to your instructor, click "Write new message" and then choose "Private Message to Instructor" in the "Post to:" line.

For classes with Learning Teams (excluding Associate Programs), students will be assigned to a Learning Team. Online students should use the Learning Team assignment discussion area when collaborating on Learning Team deliverables. Work that occurs outside the Learning Team assignment discussion area should be documented within the assignment area by the team.

Attendance

All Modalities: If the student misses more than the allowed absences in a course in consecutive or non-consecutive weeks, the student will automatically be withdrawn (Autodrop) from the course and will not be eligible to earn a grade. Sending assignments to the instructor by email, fax, mail or other means does not make up for missed attendance. Faculty cannot excuse absences. Any questions about this policy should be directed to an admissions or academic counselor.

Length of Course	Absences Allowed	Absences Resulting in Autodrop
1-4 weeks	0	1
5-9 weeks	1	2
10+ weeks	2	3
9 weeks (Associate Programs)	2	3

Note: Academically Related Activities are used to calculate a student's official last date of attendance with the University. Academically Related Activities for each modality are defined below.

Online: In order to be in attendance during a week, a student must post at least **one** message to the classroom on **two separate days** during the online week. Deadlines for attendance are based on M.S.T. Attendance is tracked automatically in all Online courses. Messages posted to the classroom should contribute to a student's academic experience and count as Academically Related Activity.

Local Campus: Most local campus group study classes meet four hours per week, usually in the evening. Students are in attendance at the local campus workshops if they physically attend the local campus workshop meeting during the scheduled class hours and sign the attendance roster. Attendance at the scheduled campus class meetings is mandatory. Physical attendance, submitting assignments via the Assignment Files tab, and acknowledging participation in the completion of the learning team deliverable all count as Academically Related Activity.

Directed Study: Attendance in Directed Study courses is tracked automatically. A Directed Study student is in attendance for a class week if she or he posts one message to the classroom during the scheduled class week. Deadlines for attendance are based on M.S.T. Messages posted in the classroom should contribute to a student's academic experience and count as Academically Related Activity.

FlexNet®: FlexNet® students are in attendance at the local campus workshops if they physically attend the local campus workshop meeting during the scheduled class hours and sign the attendance roster. They are in attendance during online class weeks if they post to the classroom on two separate days based on M.S.T. within the online class week. Attendance for the online weeks of a FlexNet® course is tracked automatically. During workshop weeks with a physical class meeting, physical attendance, submitting

assignments via the Assignment Files tab, and acknowledging participation in the completion of the Learning Team deliverable all count as Academically Related Activity. During online weeks, messages posted to the classroom should contribute to a student's academic experience and count as Academically Related Activity.

SAS: In order to be in attendance during a week, post at least one message to the classroom on two separate days during the online week. Deadlines for attendance are based on M.S.T. Dissertation courses (i.e. DOC/722, DOC/733, etc) only require one post per week in the classroom to remain in attendance. Messages posted in the classroom should contribute to a student's academic experience and count as Academically Related Activity. Residency courses require daily sign-in to verify attendance. During residency courses, physical attendance, submitting assignments via the Assignment Files tab, and acknowledging participation in the completion of the learning team deliverable all count as Academically Related Activity.

Late Assignments

Online, Local Campus, Directed Study, FlexNet®, SAS/Online Group Study Course: See the late policy posted by the faculty in the Instructor Policies document. Technological issues are not considered valid grounds for late assignment submission. In the event of a University of Phoenix server outage, students should submit assignments to the instructor and when systems are restored, submit those assignments according to faculty instructions. Unless an Incomplete grade has been granted, **student assignments submitted after the last day of class will not be accepted.**

SAS/COM/705: Late assignments receive a 50% deduction for each day they are late. Unless an Incomplete grade has been granted, **student assignments submitted after the last day of class will not be accepted.**

SAS/Residency Courses: Assignments must be submitted prior to the end of the residency and according to the requirements set forth by each residency facilitator. **Student assignments submitted after the last day of residency will not be accepted.**

Technical Support

All Modalities: Technical Support is available 24 hours a day, 365 days a year. Call 1-877-832-4867, or use the [email support form](#). Answers to the most common issues are found in the Knowledge Base by clicking Help, found at the top of every student website.

Feedback

Online, Local Campus, FlexNet: Each week, instructors will provide grades or scores and comments on assignments. Feedback will be available through the Feedback tab in the classroom.

SAS: Students should review their facilitator's syllabus and Instructor Policies document for feedback policies.

Questions about Grades

All Modalities: University of Phoenix faculty members are solely accountable for evaluating and determining grades and are the final decision-makers on grading issues. Students with questions about specific assignment grades or the overall course grade should consult the faculty member teaching the class, using a private message to maintain private communication. Students should raise questions about grades on specific assignments with the faculty member promptly after receiving the feedback and grades on these assignments, and questions about the overall course grade should be raised no later than six weeks from the date of the original grade report communication. Students posting private messages to the classroom after overall course grades have been entered should also send faculty a private email alerting them to the existence of a new message in the course which recently ended.

Academic Integrity

All Modalities: By virtue of membership in the University's academic community, students accept a responsibility to abide by the Student Code of Academic Integrity, which is part of the Student Code of Conduct which includes statements on plagiarism and appropriate behavior. A link to the Code can be found on the *Center for Writing Excellence* website.

Certificate of Originality

All Modalities: Students are required to submit a Certificate of Originality for each assignment submitted and will be prompted to do so when submitting assignments. For learning teams (with the exception of Associate Programs), the individual responsible for submitting the assignment on behalf of the team must enter each team member's name into the Certificate of Originality prompt.

Plagiarism Checker

All Modalities: Students understand and agree that all required papers are subject to submission to the University's Plagiarism Checker. This is a service that provides textual similarity review for the detection of plagiarism. This service may be performed by the University or by a third party on the University's behalf. All submitted papers will be included as source documents in the applicable reference database solely for the purpose of detecting plagiarism of such papers. In addition, use of any University or third party Plagiarism Checker is subject to the University's Site Terms and Conditions as well as the applicable third party's Terms and Conditions of Use as posted on its site.

University of Phoenix submissions are only matched to University of Phoenix documents, to the general Internet, and to journal databases, not to other schools' submissions. While students retain copyright to their original work, faculty can and do submit students' documents to the Plagiarism Checker to protect the academic integrity of the college environment, which is a permissible academic use of students' work.

Academic Resources

All Modalities: Coursework must uphold the high standards of academic integrity established by University of Phoenix. Consequently, the majority of research conducted by students must be peer-reviewed academic journals, such as those in the University Library, or the additional readings for each course. Internet searches often lead to nonacademic information resources, such as Wikipedia.org, Ask.com, Encarta.msn.com, Infoplease.com, etc. These sources are not to be used as they are not academic in nature. The student is responsible for the accuracy of any facts presented in assignments. It is important to carefully analyze all sources used in academic works to ensure the information is accurate and appropriate for the assignment.

Writing Requirements

All Modalities: The Center for Writing Excellence (CWE) in the University Library provides writing tips, tools and guidelines for all students. Students should be mindful that interacting in a University of Phoenix course is an academic and professional setting. As such, students are encouraged to pay close attention to proper spelling and grammar in all course correspondence.

Students at University of Phoenix are expected to follow certain formatting standards when submitting written work; the formatting standards differ by degree level. The information in the Writing & Style Guidelines section of CWE outlines the formatting standards that are consistent with the *Publication Manual of the American Psychological Association*. In addition, the Associate Level Writing Style Handbook contains formatting guidelines required in Associate Programs. For each course, students should review the guidelines applicable to the level of course they are taking and adhere to those guidelines for all written assignments.

Confidentiality and Proprietary Information

All Modalities: One of the cornerstones of the University of Phoenix learning model is the practical application of theoretical concepts. Students and faculty members may appropriately choose to illustrate lessons from personal experience without identifying specific employers or individuals by name. It is the University's policy that students and faculty members must not share present or past employer information that would be considered proprietary, confidential, company-sensitive, or contain protected trade secrets. Students are encouraged to examine an organization's limitations on sharing information externally before presenting any information regarding the organization in the classroom. In order to assure free and open discussion in which students may elect to discuss a company and its policies and procedures as they apply to the course material, expectations are that each person will respect the confidentiality regarding what fellow classmates are willing to share. At the same time, each student should exercise good judgment in what is chosen to share, avoiding non-public or competitively sensitive information. In addition, students and faculty must avoid forwarding information shared in class with anyone not currently enrolled in that same course section.

Extra Credit

All Modalities: The curriculum is carefully designed to fit the number of course weeks. In order to uphold academic rigor and integrity, student grades must be based on the degree to which the course requirements listed in the syllabus are fulfilled. Extra credit assignments are not allowed.

Grading: Rounding Points

All Modalities: Partial points will be rounded to the nearest full point to determine the overall course grade; for example, 83.4=83; and 83.5=84

Participation

Participation is very important as it contributes to the overall learning and enjoyment of the class. Participation consists of messages sent above and beyond graded assignments. Both quantity and quality are important considerations when posting substantive messages. For example, "I agree" does not constitute participation because it does not add anything of substance to the discussion. In order to earn full participation points, the messages must be related to the course topics for the week and include new ideas or personal perspectives

Associate Programs (9-week courses only): For full participation credit during participation weeks, students are required to contribute a total of six substantive discussion messages each week in the classroom. The six messages must occur on at least three different days during the online week. Students may meet these requirements in a variety of patterns. For example:

Substantive Participation Messages per Day	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Total
Week 1:	2	0	2	0	2	0	0	6
Week 2:	1	1	1	1	1	1	0	6
Week 3:	4	0	1	0	1	0	0	6

Associate Programs (5-week courses only), Bachelors, Graduate Online: For full participation credit during participation weeks, students are required to contribute a total of eight substantive messages each week in the classroom. The eight messages must occur on at least three different days during the online week. Students may meet these requirements in a variety of patterns. For example:

Substantive Participation Messages per Day	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Total
Week 1:	2	0	2	0	2	0	2	8
Week 2:	1	1	1	1	1	1	2	8
Week 3:	4	0	3	0	1	0	0	8

SAS: For full participation credit during participation weeks, students are required to contribute a total of six substantive messages each week in the classroom. The six messages must occur on at least three different days during the online week. Students may meet these requirements in a variety of patterns. For example:

Substantive Participation Messages per Day	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Total
Week 1:	2	0	2	0	2	0	0	6
Week 2:	1	1	1	1	1	1	0	6
Week 3:	4	0	1	0	1	0	0	6

Local Campus: Participation is assessed by the faculty member and is part of a student's final grade. Participation requires students to be actively engaged in the weekly classroom activities and discussion. Discussion should be relevant to the course objectives and add value to previously presented material. The best contributions reflect excellent preparation, good listening, and interpretative and integrative skills. Consistently showing up late for class or leaving early will negatively impact the participation grade. An

absence from a workshop results in zero participation points for that workshop.

Directed Study: Participation is not required but all other types of assignments are determined by the faculty member and may be included as part of a student's final grade. Please see the instructor's syllabus for details.

FlexNet® : For the local campus class sessions, students will be expected to follow the "Local Campus" participation policy stated above and for the online class weeks, students will be expected to follow the "Online" participation policy.

Incomplete Grade

All Modalities: At the faculty member's discretion, a grade of Incomplete may be granted during the last week of a course provided all of the following criteria are met:

1. The faculty member determines that an Incomplete grade is appropriate under the circumstances.
2. Attendance requirements have been met for the course, and the student is therefore eligible for a grade.
3. Student is earning a passing grade in the course on the submitted assignments and participation at the time the Incomplete is requested.
4. Student requests, in writing via a private message, a grade of Incomplete during the last week of class, prior to the course end date.
5. Student and faculty enter into a written agreement posted privately containing:
 - a) A course completion plan;
 - b) A clearly identified extended course deadline not to exceed five (5) weeks from the original course end date; and
 - c) An acknowledgment that the final course grade will be reduced one (1) full letter grade in exchange for the extra time allowed to complete the coursework, regardless of the circumstances. Possible exceptions to the maximum time period for completion of an incomplete or to the letter grade reduction requirement are set forth in the Student Catalog. At the faculty member's discretion, a deployed military student may also be granted an Incomplete without a letter grade reduction.

When an Incomplete is agreed upon, the student and faculty are **required** to complete the **Incomplete Contract**, posting the approved contract privately for documentation. For grades of Incomplete and In Process, most work for the course has been submitted by the originally scheduled end date for the course.

A grade of IX is awarded only to eligible students who require special accommodations and are allowed additional time to complete a course (e.g., Americans with Disabilities Act accommodations and academic adjustments). The "IX" course completion date selected by the faculty member can range from 5 to 15 weeks. Students are not penalized one letter grade upon completing a course with an "IX" grade. The "IX" grade will result in an "F" if the course exceeds the expiration date and no grade has been submitted. An "IX" grade is not calculated in the GPA. An Incomplete Grade Contract is not necessary for students whose accommodation is already determined by the campus Disability Services Advisor (DSA).

Unless the faculty and student have entered into an Incomplete grade agreement before the course ends, assignments submitted after the last day of class will not be accepted.

SAS: There are courses that do not allow for the use of the Incomplete grade. Please see facilitator's syllabus for exceptions to the Incomplete Grade Policy.

University of Phoenix Disability Services

The University of Phoenix Disability Services Office provides accommodations to qualified students with temporary health issues or a permanent disability. Eligibility is determined on a case-by-case basis by the campus disability services advisor upon verification of the disability from a diagnosing professional. In order for University of Phoenix to provide students with reasonable accommodations for disabilities, students must first submit an official request for services to their campus disability services advisor. Students can learn about eligibility requirements, how to apply for accommodations, and contact their campus disability services advisor by visiting the Disability Services Office website at: <http://www.phoenix.edu/students/disability-services.html>.