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SECTION I: INTRODUCTION

On behalf of the Office of Graduate Education, thank you for your willingness to serve as a graduate program director (GPD). Taken from a variety of sources, the information in this manual provides an overview of the issues you will face as program director. The most important resources for you will be your fellow program directors, your department chair, your dean, the graduate catalog, the graduate education web page, and the graduate education staff.

Office of Graduate Education Mission

The mission of the Office of Graduate Education is to advance and support high-quality graduate education. This is accomplished by encouraging and supporting the development and delivery of outstanding graduate programs, as well as contributing to the recruitment, admission, and retention of well-prepared and successful graduate students. The Office of Graduate Education also contributes to the development and fair enforcement of policies related to graduate students and graduate programs.

Office of Graduate Education Web Page

The Graduate Education web site (inside.nku.edu/graduate) contains information of importance to graduate program directors and graduate students. The site includes information about Graduate Programs, Admissions (Application and Supplemental Materials), the Graduate Catalog, Current News and Events, and Financial Aid and Expenses. In addition, all of the forms used by the Office of Graduate Education are also available at the site.

Program directors should regularly review material on the site related to their programs and regularly refer students to the site. Contact the Office of Graduate Education if updates are necessary.

Graduate Catalog

The graduate catalog is available online via the catalog web site; catalog.nku.edu. A limited number of catalogs will be printed each year. The catalog outlines all Graduate Education policies and procedures. Graduate students are held to the catalog year in effect when they were admitted. The Office of Graduate Education staff updates the catalog annually. Please contact the Office of Graduate Education if you have changes or comments about the catalog.

Most catalog changes (admissions standards, course descriptions, curricula, etc.) must be
made via the graduate council and university curriculum committee or policy review and approval process.
SECTION II: GRADUATE PROGRAM DIRECTOR JOB DESCRIPTION

Job Description (approved May 4, 2017 by Graduate Council)

The graduate program director (GPD) is the faculty member assigned by the dean or department chair to oversee the administrative aspects of a graduate program within a college/school or department.

Qualifications
- Must meet SACS requirements as academically qualified in the field as stated in SACS 3.4.11. “For each major in a degree program, the institution assigns responsibility for program coordination, as well as for curriculum development and review, to persons academically qualified in the field. In those degree programs for which the institution does not identify a major, this requirement applies to a curricular area or concentration (Academic program coordination).”
- Must qualify as a faculty member teaching graduate and post-baccalaureate course work: must have an earned doctorate/terminal degree in the discipline or a related discipline.
- Must have leadership and/or management experience.

Organizational Relationship
- Reports to Chair of the assigned department or the Dean.

Responsibilities

General
- Serve as a point of administrative contact for graduate students enrolled in the program.
- Act as the liaison among the graduate students, program faculty, the college, and the Office of Graduate Education office.
- Serve as the program's representative on university committees, as appropriate, including but not limited to graduate program director committee and Graduate Council.
- Communicate relevant matters to the program faculty or its committees as needed; inform the faculty of graduate education-related policies, deadlines, and programs as appropriate; and forward recommendations, nominations, and other information from the faculty to the appropriate university administrators.
- Enforce relevant policies of the University, college, department, and degree program.
- Provide periodic reports on the program and data to the chair, dean and others as needed.
• Develop and maintain materials related to program accreditations and re-accreditations.
• Carry out additional program-related responsibilities as specified by the chair or dean.

**Recruitment**

• Ensure that all promotional materials (print and web) are current.
• Respond to inquiries from prospective applicants.
• Follow up and encourage prospective students via email, phone, and campus visits.
• Attend recruitment events off campus as needed.
• Participate in NKU campus-wide graduate open houses and other graduate recruitment activities.
• Participate in classroom student recruitment and speak to undergraduate student organizations as applicable.

**Admissions**

• Work closely with the Office of Graduate Education during the admissions process.
• Participate actively in admissions to program.
• Monitor and review the progress of student applications and variances.
• Communicate admission decisions in a timely manner to the Office of Graduate Education.
• Conduct welcome calls to newly admitted students.
• Participate in new student orientation and open house events.

**Curriculum**

• Serve on curriculum committees for program.
• Ensure that program descriptions on the department website, catalog, and other printed materials are current and accurate.
• Recommend and initiate program changes based on needs within the community and/or field.
• Coordinate program development and curriculum revision.
• Assess faculty, course, and field/clinical experience needs based on enrollment.
• Schedule courses and negotiate faculty teaching assignments in consultations with the chair(s).

**Administration**

• Monitor time to degree.
• Monitor students admitted provisionally or conditionally.
• Monitor students not in good standing.
• Track students within program and provide outreach to encourage registration each term.
• **Complete checklists for graduation.**
• Develop, revise, and enforce program’s policies and procedures.
• Keep program information – policies and curricular information – current on the website and in a program handbook.
• Ensure that student, alumni, and employer surveys are conducted on a regular basis as part of program assessment.
• Ensure new faculty are oriented relative to their position and responsibilities in the program.
• Recruit, hire and train part-time instructors as needed in collaboration with the chair.

**Mentoring & Promotion of Scholarship**

• Encourage graduate student participation in academic conferences and professional meetings.
• Serve on thesis/dissertation/project/capstone committees, as appropriate.
• Serve as a resource for academic advising and assist with advisor assignments if needed.
• Oversee the procedure for students to apply for appropriate certification and/or licensure in the discipline as needed.
• Provide information regarding internships/practicums/clinical placements.
• Oversee the program dissertation/thesis/project/exam process.

**Preferred Qualifications of Graduate Program Directors**

All GPDs *must* have a terminal degree and be qualified to teach in the content area.

**Attendance Expectations for Graduate Program Directors**

All GPDS are expected to attend graduate program director meetings (held at least once a semester). Additionally, if the GPD is serving as the program’s Graduate Council representative, attendance at monthly meetings is required. GPDs are also expected to attend graduate open house events and new student orientation each semester.
SECTION III: GRADUATE ADMISSIONS

Application Procedures

1. The Office of Graduate Education processes all applications for graduate admission: collecting the application, application fee, transcripts, test scores, letters of recommendation, and any supplemental materials.
   b. Once an applicant submits an application, he or she is assigned a student identification number.
   c. All applicants receive confirmation of the application being received and processed, along with a checklist of missing materials needed to complete the application. Reminders are sent continuously to keep the student updated regarding the status. Additionally students can log in to their application to check the status independently:

   ![Education Specialist Table]

   Major: Education Specialist in Teaching and Leading
   Semester: 2016 Fall
   Created on: 02/26/2014
   Submitted on: 12/15/2015
   Reference Number: 100000136560
   Application Fee: 40.00 (Fee Not Paid)
   Status: Detail

2. GPD (and, if appropriate, the program’s admissions committee) reviews the materials and recommends admission (or waitlist or denial) to the Office of Graduate Education.
   a. Admission is based upon the GPD recommendation, verification of receipt of required materials, and verification of meeting required university and program standards.

3. The Office of Graduate Education sends the applicant an official admission or denial letter with the student’s user identification number, GPD name, residency status, admission status, orientation information, and other newly admitted student information.
   a. GPDs are sent copies of the official decision letter when that letter is sent to the applicant. In all cases, these letters are scanned to student’s folder in Image Now (refer to Image Now for Program Director in the appendix for detailed info regarding this system).
   b. Although program directors are encouraged to correspond with students
during the application process, they should not make offers of admission without approval of the Office of Graduate Education.
c. Applicants cannot register until the Office of Graduate Education has processed their admission, even though they have ID numbers assigned to them at the time of application submission.
d. Offers of admission are valid for one year; if the student does not register or defer entrance within a year, they must reapply.
e. After confirmation that the student has been admitted, program directors should call new students to welcome them to NKU and answer any questions they may have.

**Admission Categories**

Persons applying for admission to a graduate program, if accepted, may be admitted in one of several categories as described below:

*Full or Regular Admission*

Applicants are eligible for this category if they meet all admission requirements and have submitted all required documents prior to beginning graduate study.

*Provisional Admission*

Applicants who are unable to provide one of the required admissions documents prior to the start of classes can request that the graduate program director grant provisional admission. The missing documents may include, but are not limited to, an official transcript, an official standardized test result, or a letter of recommendation. Applicants may make a written request to their graduate program director to be admitted provisionally. When only one document is missing, the graduate program director may use his/her discretion to extend provisional admission based on the program director’s judgment that the applicant would be regularly admitted if all application materials had been received. When more than one document is not submitted on time, the Office of Graduate Education must approve provisional admission based on a request directly from the program’s director.

Provisional admission is valid for one semester only during which time the missing documents must be submitted. Students can be dismissed from the program if the newly submitted documents do not meet the appropriate admission requirements. Provisional admission is not available in all graduate programs. Applicants should consult the graduate program director for more information.

Students who are awarded provisional admission may receive a federal loan only during
the first semester. Additionally, if the student has not been fully admitted by October 1 for fall admission, March 1 for spring admission, or July 1 for summer admission, aid eligibility will not continue. Students may regain eligibility for federal aid by becoming fully admitted. In some cases students admitted provisionally will not be eligible for federal aid for even one term. Check with the Office of Financial Assistance to determine specific eligibility.

**Conditional Admission**

Conditional admission is reserved for those applicants who have submitted all admission documents but fail to meet one or more of the requirements for regular admission and who, in the judgment of the graduate program director, hold promise of successfully completing the graduate degree. Applicants who have not met the published admissions standards may be recommended to the Office of Graduate Education by the graduate program for conditional admission. In return for conditional admission, students will be required to satisfy particular criteria specified at the time of admission before being granted regular admission. At the time of admission, students will be told the length of time granted to fulfill the conditions for regular admission. In all cases, students must have regular admission status prior to graduating. A student will be dismissed from the program if the criteria for regular admission are not satisfied within the specified time limit established at the point of admission. Conditional admission is not available in all graduate programs. Applicants should contact their specific graduate program director for more information.

*Please be aware that students awarded conditional admission are not eligible to receive Federal Stafford Loans. Once a student has been fully admitted, they will be eligible for those loans.*

**Non-Degree Admission**

Non-degree status is appropriate for applicants who wish to take graduate courses without obtaining a degree or if applicants want to demonstrate their academic abilities before applying to a degree program. In order to be admitted as a non-degree student, applicants must hold a bachelor’s degree from a regionally accredited institution with an overall minimum undergraduate GPA of 2.5 on a 4.0 scale. Non-degree students may take as many courses as they like; however, if they decide later to pursue a degree, only a maximum of nine hours of coursework taken as a non-degree student may be counted toward the degree.

*Non-degree students are not eligible for federal financial aid.*
Visiting Students

Students enrolled in a graduate program at another regionally accredited institution who want to take a course to transfer into that program may do so as a visiting student. There are no transcript or GPA requirements (except for the Haile/US Bank College of Business); however, students must have permission from their home institution. To apply for visiting student status, complete the graduate application and pay the NKU application fee.

Undergraduates Taking Graduate Credit

Undergraduate students who have no more than six credits remaining to complete a bachelor’s degree may be dually enrolled as a graduate student, provided the student has the approval of their undergraduate academic advisor and the relevant graduate program director has awarded provisional admission into the graduate program. Dual-enrolled students may take a maximum of 12 credits, graduate and undergraduate combined, in a single semester. Graduate credit for these courses will not be granted unless all work for the undergraduate degree is completed during the semester in which the student is enrolled for graduate credit. The graduate courses taken will count only toward the graduate degree and cannot be part of the coursework required for the bachelor’s degree. Graduate classes will be assessed at the graduate tuition rates; classes designated as undergraduate will be assessed at the undergraduate rate.

Monitoring Students in Provisional and Conditional Categories

Program directors should monitor students admitted to provisional and conditional admit categories. The Office of Graduate Education will also monitor these students via adding admission holds to their records and send reports to program directors. Students who do not meet the provisions or conditions of their admission will be withdrawn from the university.

Residency Requirements and Change of Residency

Initial residency determinations are made based upon information the student provides at the time of application. To qualify for in-state residency, a student must be a legal resident of Kentucky; i.e., must have maintained a permanent place of residence in the state at least one year prior to the submission of the application for admission.

Any student who has been classified as an out-of-state student for tuition purposes can petition for in-state residency by completing a Residency appeal and providing the appropriate documentation. Residency appeal information may be obtained at the
Office of the University Registrar website.

International Student Admission Information

International students are granted Regular, Provisional, or Conditional admission to graduate programs as appropriate in each case. International student applications and admissions are processed by International Student and Scholar Services.

Applicants who have international transcripts are required to submit an evaluation by an accredited foreign education evaluation service before sending their transcripts to NKU. Many graduate programs require a course-by-course analysis and GPA, so be certain to check the requirements of each program. A list of the acceptable agencies where applicants can send transcripts may be obtained from ISSS in University Center 305 or at http://isss.nku.edu or (859) 572-6517.

Applicants with international transcripts will need documentation of completion of undergraduate studies culminating in a degree equivalent to a four-year U.S. bachelor degree. Official or certified copies of transcripts of all undergraduate and graduate coursework are required. These must be translated into English. The undergraduate grade point average (GPA), based on all undergraduate course work must be at least a 2.5 on a 4.0 scale. Individual programs may have higher GPA requirements.

Applicants must demonstrate English proficiency by submitting the exam results on either the Test of English as a Foreign Language (TOEFL) or the International English Language Testing Service (IELTS) exam. TOEFL scores must meet a minimum standard score of 550 on the paper version, 213 of the computer-based version, or 79 on the internet based (IBT) version. Applicants submitting the IELTS must achieve a 6.5 on the general band portion. Particular graduate programs may require higher minimum scores on either of these tests or specific minimum scores on the individual sections of the TOEFL.

Provisional or conditional admission may be offered to international students on a case-by-case basis with approval from the graduate program director. Official test results should be sent to ISSS at the time of application. International students may substitute the Institutional TOEFL Exam only if it is taken at NKU through the American English Language Program (AELP) and by approval of the graduate program director. Applicants must score at least a 550. (Exception: International students whose native language is English or who have graduated from an American university in which the language of instruction is English may be eligible for a waiver of this requirement.) It may be possible for permanent residents and H1-B visa holders to apply for an English proficiency waiver at the discretion of the graduate program director, with final approval from the Office of Graduate Education and Office of International Students and Scholars.
A graduate program director may require students to take additional English remediation such as a course in English as a Second Language if in his/her judgment it is needed to improve English language skills. This decision will be based upon admission materials and an interview with the program director. The applicant will be notified at the time of admission by the graduate program director if the course will be necessary.

**New Student Orientation**

All GPDs or their proxy are required to attend new graduate student orientation. The event takes place the week prior to the fall and spring semesters. Topics include an introduction to Northern Kentucky University, academic policies, and an overview of university resources. Students are able to attend on campus or live stream the event. All new students are encouraged to attend.
SECTION IV: POLICIES AND REGULATIONS RELATED TO GRADUATE EDUCATION

For a complete description of all policies and regulations related to graduate education at NKU see the current Graduate Catalog.

Registration

It is a student’s responsibility to register for classes. Students must be admitted to NKU and, in some cases, meet with an advisor prior to registration. Students use their user ID and password to login to the MyNKU system to register.

- The Office of Graduate Education can assist to register students for courses.
- Problems with the MyNKU login should be directed to the Information Technology Help Desk.
- Other problems with registration should be directed to the OGE or the Registrar’s Office.

Degree Time Limits

- Master’s and certificate students: Six year limit on program, eight year limit on coursework
- Doctoral students: Eight year limit on program and coursework
- Extensions may be allowed under exceptional circumstances via the variance process.

Continuous Registration for Doctoral Students

All students must be enrolled for at least one credit hour during the semester that they wish to graduate. Students who will continue to use university resources in completing their degrees must enroll in and pay tuition and fees for at least one hour of continuous enrollment. Doctoral students must be continuously enrolled in at least one credit hour every term while completing their dissertation or dissertation alternative.

Enrollment in Graduation Term

All students must be enrolled for at least one credit hour during the semester that they wish to graduate.

Course Loads

The maximum full-time course load for graduate students is 12 hours per semester. The minimum full-time load per semester is 7 hours. Load limitation during summer school is
12 hours. Graduate assistants are to be enrolled full time per semester.

Full time = 7 hours
4 hours needed for financial aid eligibility

Re-Enrollment

Students who do not register for at least four years must reapply and be screened for readmission. In this case the application will be sent back to the program for review.

Withdrawals during Term

Students withdrawing from the university during a term must do so via myNKU.

- Weeks 1 through 3 or equivalent: during the first three weeks or equivalent of the semester, official course withdrawals are not reflected on the student’s transcript. That is, the transcript will not indicate that the student was ever registered for the course.
- Weeks 4 through 10 or equivalent: a student who withdraws from a course after the third week of the semester (or equivalent) and prior to the end of the 10th week of the semester (or equivalent) will receive a grade of W for the course.
- Weeks 11 through 14 or equivalent: course withdrawals after the 10th week or equivalent are not usually allowed. In circumstances beyond the student’s control, a W may be granted with approval of the instructor, graduate program director, and department chair or dean of the college the student’s program is housed in. In cases not approved, the student will receive the grade of F (failure).

Students withdrawing completely (withdrawing from all courses) after the 10th week need only the approval of the dean of the student’s program.

Students who interrupt or terminate their studies at any time and for any reason are responsible for clearing any indebtedness to the university.

Retroactive Late Withdrawals

Retroactive late withdrawals may be requested; students must complete the form found on the OGE website and attach supporting documentation. A retroactive late withdrawal from an individual course or from all courses after the last day of the semester is permitted only for circumstances beyond the student’s control. In cases where medical or employment reasons are the cause for withdrawal, explanatory documents from the physician or employer must be attached. **Request for retroactive late withdrawal from a course solely because of poor**
**performance will be denied.** Approvals denied at any level will result in a denial of the withdrawal. For requests with appropriate approval as outlined below, a ‘W’ grade, rather than a failing grade, will be assigned.

**Grade Appeals Procedure**

*Note – this policy is not the same NKU undergraduate students follow*

Any graduate student who believes his/her final course grade is inaccurate, or based on factors that were not included in the grading policy, may appeal the grade. To be considered, the grade appeal must meet one or more of the following conditions:

1. The method for determining the final course grade conflicts with the grading policy per the course syllabus or other announced grading policies.
2. There is an alleged mathematical error in calculating the final course grade.
3. There is evidence that the final course grade is based on something other than performance in the course.

Grades on individual assignments cannot be appealed.

If a student wishes to appeal a course grade, the procedure below should be followed:

1. The student must initiate the appeal of the grade no later than fifteen (15) working days after the last date for faculty to submit grades. To facilitate the discussion, the student shall provide the faculty member with a written statement (email or letter) that outlines the grade appeal. If the student is unable to reach the faculty member, he/she should seek assistance in making contact through the chair of the department for which the course was taught. After considering the student’s appeal, the instructor must respond in writing to the student within five (5) working days from the receipt, stating whether or not the appeal is granted and stating the instructor's rationale for the decision.

2. If the student and the faculty member are unable to resolve the matter at Step 1, and the student wishes to continue to pursue the appeal, the student must submit a letter of appeal within five (5) working days of the instructor's decision to the chair of the department for which the course was taught. The department chair will review the issue in consultation with the student and faculty member. The department chair may uphold the decision of the faculty member or recommend a different solution. The chair shall submit a written response to the student and the instructor within 5 working days following the receipt of the student's letter of appeal. The instructor shall respond in writing within five (5) working days to all parties whether he/she agrees with the chair’s recommendation. If a grade change is agreed, the record change shall be initiated by the instructor within 2 working days.
3. If no mutually satisfactory decision was reached at Step 2, the student may appeal to the dean of the college (or designee) that houses the course. The written appeal must be submitted within five (5) working days of receipt of the instructor’s response. The dean (or designee) shall review the recommendation and respective documentation, and provide, in writing, to all parties a recommendation for the solution of the problem within five (5) working days following receipt of the written appeal. The instructor shall respond in writing within five (5) working days to all parties whether he/she agrees with the dean or designee's recommendation. If a grade change is agreed, the record change shall be initiated by the instructor within 2 working days.

4. If the student is dissatisfied with the results of the appeal in Step 3, the student may submit a written appeal requesting a hearing with the Grade Appeals Panel to the Vice Provost for Graduate Education, Research, and Outreach, within five (5) working days of the instructor’s response to the dean’s recommendation. The Vice Provost will convene a Grade Appeals Panel as soon as practical.

Grade Appeals Panel
1. Membership: The Grade Appeals Panel shall be comprised of a dean or designee not involved in the appeals process, two faculty members from graduate programs other than the one involved in the appeal (selected by the Vice Provost for Graduate Education, Research, and Outreach), and two graduate students (selected by the Vice Provost for Graduate Education, Research, and Outreach). The Vice Provost (or designee) convenes the panel and serves as a non-voting member.

2. Determination of Merit: The Grade Appeals Panel shall receive copies of the written appeal and all prior documentation. Thereafter, neither new evidence nor changes shall be introduced before the Grade Appeals Panel. The Grade Appeals Panel shall review the file to determine if the student's case meets any of the grounds for appeal. If the panel determines that the appeal does not meet any of the grounds, the appeal will not be considered. The ruling of the Grade Appeals Panel is final and must be communicated to all parties within 2 working days of the decision.

4. Hearing Meeting: If the Grade Appeals Panel determines that the case meets any of the grounds for appeal, the Panel will proceed to a full hearing of the appeal. All previously involved parties (instructor, student, chair and dean (or designee) have the right to attend the meeting and offer evidence or rebuttal. Both student and instructor may request to be accompanied by advisors during the hearing. Advisors may only consult and interact privately with the student and instructor during the hearing and will not be allowed to address the Grade Appeals Panel. The Vice Provost for Graduate Education, Research, and Outreach or her/his designee will notify the parties of the exact date, time and location of the hearing at least five (5) working days before the hearing. During the hearing, both student and instructor shall be granted time to present their case.
4. Deliberation and Decision: The Grade Appeals Panel shall deliberate confidentially and arrive at a decision by majority vote. If the Grade Appeals Panel finds that an academic evaluation based upon anything other than a good-faith judgment of a student's work has been proved, it will approve a grade change to the academic record. The Grade Appeals Panel shall provide a written report of its ruling to the student, the instructor, the department chair, and the dean of the college within five (5) working days of the hearing. The decision of the Grade Appeals Panel is final and binding. If a grade change is approved, the Vice Provost for Graduate Education, Research, and Outreach will forward the information to the Registrar's Office.

1. If the matter is not resolved satisfactorily by the department head, the student can appeal in writing to the Associate Dean of the Office of Graduate Education. If the appeal involves a grade, a written appeal must be received in the Office of Graduate Education within 7 calendar days of the final conference with the department head. Within 30 days of receipt of the written appeal, the Office of Graduate Education Associate Dean convenes the Graduate Appeals Committee (comprised of two graduate faculty and one graduate student). This committee hears the student appeal, and makes a recommendation to the graduate dean, who rules on the student appeal. A student may remain enrolled pending the outcome of the appeal.

2. If the matter still cannot be resolved satisfactorily, the student may appeal to the provost within 7 days of the adverse decision of the committee, and finally to the chancellor within 7 days of the adverse decision by the provost.

Incompletes

An I grade may be assigned when part of the work in a course remains incomplete. It is given only at the student’s request and where there is a reasonable possibility that a passing grade will result from completion of the work. If the coursework is not completed by the last of day of the following semester (excluding summer and winter terms); a grade of F will automatically be assigned. The appropriate dean may grant a semester extension of an I grade due to unforeseen family or medical circumstances and will notify the university registrar of such action. Under no circumstances will more than one extension be granted for an I grade.

Good Standing/Probation/C and Below Grades

Students must have a cumulative 3.0 GPA to be in good standing.

- Below 3.0 will result in Academic Probation
- Students can take up to 9 hours on probation before considered for dismissal
- Cannot go from probation – good standing – probation again. Should be dismissed immediately in this situation.
- No more than 2 grades of C or below can be applied to a student’s degree program. C+ grades are NOT considered C or below.

Office of Graduate Education monitors all students’ standing, as well as the # of Cs and below grades and provides information to the GPD at the end of each semester.

**Change of Catalog/Concentration**

Students have the option to change their catalog year and/or concentration.

- Form available on Office of Graduate Education website; requires GPD approval.
- This form used only when changing area of concentration within the same degree where admission requirements are the same.
- A change in area of concentration automatically changes catalog of record to the one in effect when the change is made.
- Changing to a new degree program requires a new application for admission.

Students may request to use as their catalog of record one that is dated subsequent to but not prior to their current catalog of record. When changing catalog of record, students are bound by all university-wide and program/major specific requirements in the catalog in effect at the time this change is approved.

**Course Repeats**

A course may only be repeated once for grade replacement; the grade earned in the second attempt is the grade that will be reflected on the student’s record.

Graduate students are able to repeat only 2 courses for grade replacement.

Courses repeated for credit are only applicable to the degree if the course description specifies it may be repeated for course credit.

**Transfer Credit**

Transfer credit refers to any credit transferred to NKU from another institution.

A maximum of 40% of a degree program may consist of transfer work. All such work must be from a regionally accredited institution or an accrediting body which accredits an existing NKU program. In all cases, the graduate program director may document and petition the Graduate Council for inclusion of transfer course/credits for students.
All work requested for transfer must be taken for graduate credit and posted to a graduate transcript, and completed with a B or better.

After initial approval by the graduate program director, transfer course requests will be sent to the Office of Graduate Education where the director of graduate education will determine if the requested credit meets with university standards for transfer of graduate courses.

Students will be notified by the Office of Graduate Education of the final decision and advised as to when the courses expire as credit toward the degree.

No transfer work will be noted on a transcript until a student formally enrolls for NKU classes. Transfer request forms can be found on the Office of Graduate Education website.

With the approval of the graduate program director, a student may transfer up to nine hours of coursework taken as part of a previously earned graduate degree. The nine hours are included in the 40% transfer credit max. The nine hours cannot exceed 40%.

Only 9 hours of non-degree credit can be applied to a degree.

Only 9 hours of credit from a previously earned degree will be transferred.

**Greater Cincinnati Consortium of Colleges and Universities (GCCCU)**

Students may take courses for transfer credit through the Greater Cincinnati Consortium of Colleges and Universities (GCCCU). The limit on transfer credit does not include any hours taken through the Greater Cincinnati Consortium of Colleges and Universities (GCCCU) which will be considered NKU courses. The grades in transferred courses will not be factored into the NKU GPA unless taken as a part of the GCCCU. For more information refer to the GCCCU section listed in Academic Support Policies.

To participate in the consortium:

- Fall and spring, students must be enrolled in at least three (3) hours of graduate course work from NKU. No registration is needed during summer, provided they were enrolled at NKU at least half time during the preceding spring semester.
- Students must be degree seeking
- Students may enroll for no more than two courses at the host institution in one semester.
- Students may not take a course through the GCCCU that will be offered by NKU within one calendar year unless they have applied officially for graduation and the required course is scheduled after the student will have graduated.
- Students cannot have registration holds.
- Students must observe all regulations of the host institution.
- Students must obtain written permission in advance from their graduate program director, director of graduate education, and VPGERO.
Course Age Reinstatement

Courses older eight years may be reinstated via an approved course reinstatement plan.

- The student and the graduate program director must prepare a reinstatement plan that is reviewed and approved by the vice provost for graduate education, research & outreach.
- This plan must include a special examination, portfolio presentation or other measurable demonstration of knowledge consistent with current course content.
- Once the student successfully complies with all of the elements in the reinstatement plan, the course is considered valid for an additional two years.
- No more than 25% of the courses required for a degree may be reinstated.
- Only courses in which a grade of B or higher is earned can be reinstated.
- Individual programs may set more stringent standards.

Variance Process

Variance process provides students the opportunity to request exceptions to graduate policies. The form is available on OGE website. Routing is as follows:

Student – GPD – Chair – Dean – VPGERO

GPD will notify student of decision; OGE will scan into student’s file for documentation.

Student rationale for the exception should be driven by the student providing information regarding the request.

Thesis and Dissertation Defenses/Comprehensive Exams

Any students taking a comprehensive exam or defending a project/thesis/dissertation must submit the following forms completed by the appropriate graduate program director or thesis/dissertation chair; these forms are available on the Office of Graduate Education website. Completion of defenses or exams should also be indicated on the student’s graduation checklist.

- Form to schedule the Thesis/Dissertation Defense (also for comprehensive exam) - no later than two weeks prior to scheduled defense.
- Form for Thesis/Dissertation Defense Results (also for comprehensive exam) - within two weeks of results.

Completion of Dissertation/Thesis/Project

After successful completion of the program requirements for the dissertation/thesis/project
and after the committee has indicated the student has passed, the student should make all required changes to the document (if applicable to the student’s particular work). Completed is defined as follows: the student has successfully defended the dissertation/thesis/project; has made all changes required by his/her project director and/or thesis/dissertation/project committee; project director and/or thesis/dissertation/project committee has approved those changes.

After the committee chair approves the final document, the student will upload the document in PDF format to the ProQuest/UMI website (if applicable to the student’s particular work). Students should not upload documents to UMI until the document is completed. Theses and dissertations must be uploaded by the student to ProQuest/UMI, an online graduate research submission, publishing, archiving, and dissemination service. Complete instructions for the final submission of the dissertation, thesis, or project are published in the Electronic Thesis/Dissertation Guidelines found on the Office of Graduate Education website.

Submission to ProQuest/UMI does not necessarily mean acceptance. Once the document has been uploaded to UMI, the director of graduate education will examine the document. The student and graduate program director will be notified of changes/editing that must be made before final approval by the director of graduate education can be given. Once the final dissertation/thesis/project has been certified by the Office of Graduate Education, the director of graduate education will notify the Office of the University Registrar that the student has been cleared for graduation as long as all other graduation requirements have been met.

Submission Deadlines

The following dates are the deadlines for uploading completed documents to ProQuest/UMI. In order to ensure the deadlines are met, students and their dissertation/thesis/project committee chairs should plan the defense date accordingly. If the document has not been fully approved and uploaded to ProQuest/UMI by these dates, the student may be required to delay graduation for at least one term.

<table>
<thead>
<tr>
<th>Season</th>
<th>No later than</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>November 1</td>
</tr>
<tr>
<td>Spring</td>
<td>April 1</td>
</tr>
<tr>
<td>Summer</td>
<td>July 1</td>
</tr>
</tbody>
</table>

Use of Proprietary Information

The tradition and culture of graduate education requires that dissertations/theses/published projects be treated as public documents, and as a result, they will be placed in the library for public access. If a student is using proprietary information supplied by their employer or sponsor for the dissertation/thesis/project, they should reconcile proprietary issues with the
employer or sponsor before beginning work on the dissertation/thesis/project. In rare
instances a waiver from public access for a limited time (no longer than one year) may be
granted. To protect the student’s investment of time and energy, students should be sure to
have the waiver request signed by the appropriate graduate program director, approved by
the Office of Graduate Education, and on file in OGE prior to the start of work on the
dissertation/thesis/project. If the waiver is denied, students may either agree to publication
anyway or rewrite the dissertation/thesis/project in a manner that can be published.

Graduation Procedures and Requirements

The student completes the application for graduation according to the application
schedule prior to his/her expected graduation.

For fall graduation October 31
For spring graduation March 30
For summer graduation July 1

The Office of Graduate Education updates the list of student graduation applications
weekly in the shared K drive. DGS should monitor the list and complete the graduation
checklist and send to the Office of Graduate Education. The Office of Graduate Education
reviews and forwards the form to the University Registrar’s office for final processing. If
the requirements are not completed at the end of the semester and the student’s
application needs to be moved forward, the student or advisor should contact the Office of
Graduate Education to update the application.

Participation in Graduation Ceremony

In order for a student to participate (“walk”) in the NKU graduation ceremony, the
following requirements must be met:
Doctoral students:
• Successfully complete all program requirements.
• Successfully complete all course work.
• Successfully defend the dissertation/dissertation alternative.

Master’s and Graduate Certificate Students:
• Successfully complete all coursework.
• Successfully complete the culminating experience requirement pertinent to the
  program.

NOTE: Students must be enrolled at NKU during the semester in which they graduate.
Graduate Student Honor Code

The purpose of the Honor Code is to establish standards of academic integrity for graduate students at the university and provide procedures that offer assurances of fundamental fairness to any student accused of violating the Honor Code. The Honor Code can be found on the Student Conduct, Rights & Advocacy, http://scra.nku.edu website.
SECTION V: GRADUATE ASSISTANTSHIPS AND FINANCIAL ASSISTANCE

Graduate Assistantship Overview

Assistantships are available to a limited number of well-qualified graduate students. Students should contact their program director regarding assistantship opportunities within departments and across campus. Consideration for possible appointment to an assistantship will be given after a decision has been made concerning admission to graduate study. Stipends vary from approximately $7,000 to $10,500, based on a 20-hour per week work assignment. The in-state and/or out-of-state portion of tuition may be waived for some, but not all, of these assistantships. In order to receive a waiver, a student must have an assistantship.

Eligibility

To serve as a graduate assistant (GA), one must be enrolled (fully, provisionally, or conditionally) in a graduate certificate or graduate degree program.

Students admitted as non-degree may be appointed as graduate assistants with the approval of the Vice Provost for Graduate Education, Research & Outreach or designee. Students with concurrent admission (graduate and undergraduate) may not be appointed as graduate assistants.

A graduate assistant must have a graduate grade point average of 3.0 or above to receive or retain an assistantship.

A graduate assistant must be enrolled at NKU in a minimum of six semester hours of graduate credit during each semester he/she is serving as a GA. Exceptions will be considered on a case-by-case basis by the Vice Provost for Graduate Education, Research & Outreach or designee. International students are eligible to be hired as graduate assistants.

A full-time graduate assistant will work either 20 or 24 hours per week for 16 weeks in each of the fall and spring semesters of one academic year. A graduate assistant appointed for fewer is considered a part-time graduate assistant. International students may not work more than 20 hours per week.

Graduate assistants receive a stipend for the work performed and tuition up to a maximum of nine hours per fall and spring semesters. Tuition is paid at the standard (non-business) in-state rate. Non-Kentucky residents are required to pay the difference between the in-state tuition paid by the assistantship and their actual university assessment.
Graduate Assistantship Allocations

The dean of each college is responsible for making GA allocations across each college. All GA funds are held within individual college accounts.

Selection of GAs and New Hire Paperwork for Graduate Assistants

When ready to hire a graduate assistant, contact the Office of Graduate Education for a guest user name and password to view the online graduate assistant applications. No one may be hired until formally admitted into the University as a graduate student.

It is strongly suggested to interview anyone you plan to hire to determine if they have the skills necessary for the position.

Notify Administrative Secretary in the Office of Graduate Education and request to change the status for hiring process pending (this triggers the background check procedure). Based upon the completed background check, HR will change the status to Hired. The hiring manager will be notified via e-mail that everything is complete.

Once background is complete, send a request to Administrative Secretary in OGE for an Offer of Employment Form to be e-mailed to you. Please fill out completely and return to Peggy. This form contains information needed to track all graduate assistants on campus. Please ensure the cost center, the number of hours to be worked per week, the tuition hours, as well as duties are agreed upon by the student.

The student will need to complete a student payroll hiring packet and PAR form. (Packets can be requested from the Financial Aid office, ofa@nku.edu). Ensure all information is included such as pay rate and supervisor. Packets for all graduate assistants should be sent to financial aid office. Please verify all I-9 information before sending packet to financial aid. The hiring office is responsible for making sure the packet is complete before handing over to financial aid for processing. The number of tuition in whole credit hours the student will be receiving per semester should be included so the student’s account can be credited in a timely manner.

The following forms must be given to the student:

- Student Responsibilities
- Payroll Calendar
- 8233 Tax Treaty (International Students)
- 8233 Tax Treaty Instructions
- Direct Deposit
The following forms must be submitted to Financial Aid to put students on payroll:

- New Hire Form (Student PAR – End dates are for information purposes only. All students must be separated through the electronic separation process.)
- Lunch Waiver
- Job Description (or a copy of the job posting)
- Supervisor Responsibilities
- New Employee Information
- State Tax Form
- W-4 Tax Form
- I-9 Form
- Student Responsibilities
- 8233 Tax Treaty (International Students)

When the completed packet is received it will be processed and the student will receive a PAN (Personal Assignment Number). This will be sent to the supervisor to be used on future electronic time input. The student can begin working at this point. If paperwork is not completed properly, it will be returned to the supervisor with a checklist of missing documents. This could delay the student being put on payroll and therefore delay the paycheck.

PAR Details

- Position Number
  - Ties the student to a department, cost center, IWS/FWS etc.
  - Can be found on Labor Distribution or PBC reports or by calling Human Resources or Student Financial Assistance Office
- The number of hours per week (along with hourly rate) gives the encumbrance for a student
  - PBC calculation = Hourly rate x FTE x # of pay periods left in the fiscal year
  - The liquidation is based on the estimates NOT actual payroll
  - Retroactive hires will get picked up for PBC from their entry into the system forward
- For questions regarding the encumbrance calculations, including how the PAR data is incorporated into the calculation, please contact the budget office.
- Grants/cost overrides. When completing the PAR and a grant or cost override is involved, it is important to provide the grant number and cost center. In addition, begin and end dates must be included on the PAR must be included. For questions regarding grants or cost overrides please contact the budget office.
Finding the list of applicants to your program

- K Drive – Graduate Programs Reports – Weekly Application Reports
- Select term and most recent date; applications are available for each week leading up to the term.
- In the folder, you will find the weekly list and Audit report.
  - Audit report details what documents are missing for applicants in a given term

Applicants listed according to whether they have been accepted, still pending, rejected, or withdrawn:

<table>
<thead>
<tr>
<th>Term</th>
<th>Program</th>
<th>Concentration</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>Master of Accountancy</td>
<td>Accounting (MAcc)</td>
<td>Approved</td>
</tr>
<tr>
<td>Fall</td>
<td>Master of Accountancy</td>
<td>Accounting (MAcc)</td>
<td>Approved</td>
</tr>
<tr>
<td>Fall</td>
<td>Master of Accountancy</td>
<td>Accounting (MAcc)</td>
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<tr>
<td>Fall</td>
<td>Master of Accountancy</td>
<td>Accounting (MAcc)</td>
<td>Approved</td>
</tr>
</tbody>
</table>

Finding information for applicants to your program

- Log into SAP
- Go to [http://mynku.nku.edu](http://mynku.nku.edu)
- Once logged in, access the Academic Advising tab to find applicant data; search by ID number, name or user ID from weekly list.
Student information:

- Current Program Activity – program the student is currently in (if any)
- Degree Requirement Catalog – catalog year for any current programs
- Previous Programs
- Admissions – application history for student
- Graduation – shows if student has applied or been awarded a NKU degree
### Student (Christopher)

- **Name:** 
- **Student Number:** 
- **Program:** Grad Cert in College of Informatics  
- **Status:** Student, Grad Metro Rese, Part Time  
- **Programs:** Grad Cert in College of Informatics, Other  
- **Non-degree Seeking Certificate in Corp Info Security (G)**

### Current Program Activity

<table>
<thead>
<tr>
<th>Program</th>
<th>Specialization(s)</th>
<th>Last Attended</th>
<th>Main Program</th>
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<tr>
<td>Grad Cert in College of Informatics</td>
<td>Certificate in Corp Info Security (G)</td>
<td>81.092017 - 12/51.0999</td>
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### Degree Requirement Catalog

<table>
<thead>
<tr>
<th>Program</th>
<th>Audit Type (Desc)</th>
<th>Item Catalog</th>
<th>Regent Cat. (Id)</th>
<th>Cal. Version (Sort)</th>
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<th>End Date</th>
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</thead>
<tbody>
<tr>
<td>Grad Cert in College of Informatics</td>
<td>Degree Audit</td>
<td>X</td>
<td>University Catalog - Graduate</td>
<td>Acad Year 2016-2017</td>
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<td>12/01/1999</td>
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### Previous Programs (3 most recent)

- No records found.

### Admissions

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<thead>
<tr>
<th>Acad. Year</th>
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<th>Program</th>
<th>Specialization(s)</th>
<th>App Status</th>
<th>Adm. Category</th>
<th>Progress Class</th>
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</thead>
<tbody>
<tr>
<td>2016-2017</td>
<td>Spring</td>
<td>Grad Cert in College of Informatics</td>
<td>Certificate in Corp Info Security (G)</td>
<td>Approved</td>
<td>Graduate</td>
<td>Graduate - Non Degree</td>
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</tbody>
</table>

### Current Program Type Progression

- No records found.

### Performance Indexes

<table>
<thead>
<tr>
<th>Performance Indexes</th>
<th>Grade/Value</th>
<th>Scale/Unit</th>
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<tbody>
<tr>
<td>Total NKU Earned Credit Hours</td>
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<td>Credit Hrs</td>
</tr>
<tr>
<td>Total NKU GPA</td>
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<td></td>
</tr>
<tr>
<td>Total NKU Graded Credit Hours</td>
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<td>Credit Hrs</td>
</tr>
<tr>
<td>Total Official Earned Credit Hours</td>
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<td>Credit Hrs</td>
</tr>
<tr>
<td>Total Official GPA</td>
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</tr>
<tr>
<td>Total Official Graded Credit Hours</td>
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<td>Credit Hrs</td>
</tr>
<tr>
<td>Official Cum Attempted Credit Hours</td>
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<td>Credit Hrs</td>
</tr>
<tr>
<td>Official Cum Final Earned With/Without</td>
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<td>Credit Hrs</td>
</tr>
<tr>
<td>Semester NKU Attempted Credit Hours</td>
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<td>Credit Hrs</td>
</tr>
<tr>
<td>Semester Official Attempted Credit Hours</td>
<td>6.00</td>
<td>Credit Hrs</td>
</tr>
</tbody>
</table>

### Graduations

- No records found.
If the student has information in current or previous program activity or graduation, they will have an NKU transcript. To access unofficial transcript, go to “You Can Also” drop down and select Unofficial Transcript. Separate records will be available for undergraduate, graduate, and law. Selecting the link will lead to unofficial transcript available for viewing.

A complete listing of admission documents received for a student can be found using the One View function.
Items listed include:

- Test scores (will only be listed if official)
  - An official test score report may be scanned into Image Now, but only if applicant chose to send a paper report in addition to electronic.
  - Test scores are received electronically via testing services and data is uploaded to student files in SAP

- Transcripts (only official will be listed)
  - FIN (final, all courses have grades listed and transcript has been received)
  - PREL (preliminary, coursework is still in progress, but transcript has been received)
  - SELF (transcript not yet received)
  - NKU transcript information is also listed here
    - Faxed transcripts are not official
    - Many universities use verified e-transcript services to submit to NKU; common accepted companies include National Student Clearinghouse, Parchment, E-Script. Must be sent to graduate@nku.edu and not the program or a staff email.
Unofficial transcripts are not recorded in SAP, but are may be scanned into Image Now to make a decision.

- **Holds on the student account**
  - Advising holds – placed and removed by department/program/college
  - Graduate Admission hold – student has to meet certain standards (GPA/performance, pre-reqs in first term to continue to register)
  - GR Credential Hold – student is missing an admission credential
  - Graduate Probation Hold – student GPA below 3.0

- **Admission Attributes (supplementary application documents)**
  - Attributes are only listed if the materials have been received.
  - Include recommendations, certifications, essays, writing samples, licenses, etc.
    - **Recommendations**
      - Recommendations are sent directly by the recommender to the Office of Graduate Education. Some recommendations will include the recommendation form only and some recommenders may include a discursive recommendation viewed as an attachment.
      - May be emailed to graduate@nku.edu or mailed. Fax is not preferred.
### Holds

<table>
<thead>
<tr>
<th>Hold Type</th>
<th>Hold Status</th>
<th>Hold Grouping</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advising Hold 1</td>
<td>Active</td>
<td>Advisor Registration Hold</td>
<td>02/05/2016</td>
</tr>
<tr>
<td>Incomplete Course Eval</td>
<td>Inactive</td>
<td>Academic Hold</td>
<td>05/24/2016</td>
</tr>
<tr>
<td>SA Balance over $100</td>
<td>Inactive</td>
<td>Student Account Services Hold</td>
<td>01/13/2015</td>
</tr>
<tr>
<td>SA Balance under $100</td>
<td>Inactive</td>
<td>Student Account Services Hold</td>
<td>10/22/2015</td>
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<tr>
<td>SA Fin Warning</td>
<td>Inactive</td>
<td>Student Account Services Hold</td>
<td>01/08/2014</td>
</tr>
</tbody>
</table>

#### Miscellaneous Admission data

- Housing Plan: Live at Home
- PACE/GR Subsession: Spring First
- Primary Language: 
- Years of English: 
- Country of Origin: US
- State of Origin: KY
- County of Origin: 056

#### Orientation and Confirmation

- Orientation Date: 
- Confirm Fee Date: 
- # of guests: 0
- Orientation Fee Stat: 
- Orientation Fee: 0.00

#### Admission Attributes

<table>
<thead>
<tr>
<th>Admission attribute</th>
<th>Begin Date</th>
<th>End Date</th>
<th>Status</th>
<th>Adm Attribute Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Verification</td>
<td>09/06/2013</td>
<td>12/31/2013</td>
<td>Received</td>
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<td>12/31/2013</td>
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<td>09/19/2013</td>
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<td>Proof of Licensure</td>
<td>09/19/2013</td>
<td>12/31/2013</td>
<td>Received</td>
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</table>
Submitting a Recommendation for Admission

- Each program has an individual checklist for admission (word document) created on their behalf to use to submit admission decisions to the Office of Graduate Education. The checklist will include requirements specific for admission to your program.
- GPD must complete the checklist, save, and email to graduate@nku.edu.
- Office of Graduate Education will then email official admission or rejection letter on behalf of the university and program to the student.

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Admission Checklist
Master in Social Work

Name: [Name]
Student Identification Number: [ID]
E-mail address: [Email]
Program of Study: MSW
Specialization: Standard

Required Documents (check if received):

- [ ] Bachelor’s transcript(s) GPA (min 3.0): 0.00 No
- [ ] All transcripts received
- [ ] Courses Needed
- [ ] Graduation transcript(s) GPA: 0.00
- [ ] Interview
- [ ] Supplemental Application
- [ ] Letters of Recommendation Status of Letters: Select one
  - Name 1: [Name]
  - Name 2: [Name]
  - Name 3: [Name]
- [ ] Resume

Admission Decision:

- [ ] Full Admission – Meets all requirements and all documents are in. Justification

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APPENDIX B: SAP Student Application Screens

An applicant can access application for admission from the Office of Graduate Education website or by visiting apply.nku.edu. Each must create an account to apply.

The applicant creates a new account by clicking the “Create an Account” button. This action generates login information used to login to the application in the future; it is separate from any prior NKU log in. Once logged in, the applicant is taken to a page that provides an overview of the application status.

The “New Application” link takes the applicant to the site to create a new application.
Each page of the application contains Next and Save buttons on the bottom.

After the applicant has finished filling out the application, the last page will include Submission Instructions; the applicant has the option to submit and pay the application fee or save and come back. The application fee does not have to be paid in order to submit the application.

The applicant may then choose to pay the application fee by Credit Card or by Check. If paying by CC, the payment is processed online. Checks need to be mailed to the Office of Student Account Services. If the student qualifies for a fee waiver, no action is needed.
Once submitted, the Office of Graduate Education processes the application. This process includes:

- Processing application data into SAP, usually within one working day after the applicant submits the application.
- Uploading any hard copy or electronic materials (official transcripts, recommendations, etc.) as they are received in the Office of Graduate Education.
- Updating the SAP and Image Now record as materials come in.

The applicant can log back into his or her application at any time to check the status of specific materials as well as the decision status.
1. Click on the Image Now sun icon.

2. This screen will appear with your username already in it. Enter your password (your regular NKU password).

3. Click “Connect” and the bar below will appear.
4. Select “Documents”

The default opening is Student ID. If you use the drop down box, you will also find that you can use the student’s name. Click the drop down box under the tab Quick Search. Note that you will need to enter Last Name, First Name.

5. Depending on previous attendance at NKU or if many documents have been submitted, you may see one or more “drawers” in a student’s file. The example below has multiple. At the far right of this screen is a “Created” date that is applicable only for the first time a document was put into that drawer.

6. Double-check any of the document types to access the image of the document.
7. **DO NOT CLICK THE RED X ON THE MAIN ENTRY PAGE BECAUSE THAT WILL ERASE THE ENTIRE PERMANENT RECORD.**

There may be multiple copies of some documents. This applies most specifically to transcripts from the same school. Applicants will send a copy during their senior year that does not show they have graduated and then an updated version showing they have graduated with a degree earned on their transcript. If you don’t see the degree earned on the first one you see, keep on looking in all the drawers if necessary.

8. Double click on which ever drawer you want to look into. At this point the first document in that drawer will be shown. At this point, you can set up your viewer to show the documents as you like. Here are some examples.
   a. Full screen, one document at a time
b. If you want to see a thumbnail of what is in that folder, either click on “Thumbnail” or click on the F9 key. (You can use this to toggle between the two views.) This will give you less of the document to view, but will give you an idea of what is on the other pages. Here is an example of the Thumbnails that will appear under the document.
This can be useful if you are looking for a letter or transcript – you can tell which documents are letters or transcripts fairly easily.

9. You can resize the document so that you can see an entire page or you can enlarge it to the point that just a portion will take the entire screen.

10. To move from item to item you can:
   i. Click on the one thumbnail you want, or
   ii. Use the arrow button just as you would with a pdf file.