



Registration and Academic Records

270-809-5630 or 800-272-4678 ext. 1
msu.registrar@murraystate.edu
msu.registration@murraystate.edu

POLICIES AND PROCEDURES

<i>myGate</i>	32
Policy Changes	32
Academic Calendar	32
Registration	32-34
Academic Advising	
Holds	
Credit Hours	
Classification	
Course Numbers	
Student Course Load	
Concurrent Enrollment	
Course Prerequisites	
Schedule Change	
Auditing of Courses	
Time Conflicts	
Overrides	
Withdrawal	34-35
Administrative Withdrawal	
Active Duty Deployment	
Academic Records	35-37
Demographic/Address Change	
Credit by Examination	
Advanced Placement Program (APP)	
College Level Examination Program (CLEP)	
International Baccalaureate Exam (IB)	
Departmental Challenge Exam	
Military Service Credit	
Grades	
Incomplete Grades	
Quality Points	
Grade Point Average	
Grade Change Policy	
Dean's List Academic Honors	
Repeating Courses	
Minimum Academic Standards	37
Outcomes Assessment	
Academic Standings	
Academic Second Chance	38
Academic Appeals	38
Suspension Appeal	
Grade Appeal	
Academic Record and Transcript	39
Enrollment and Degree Verifications	39
Family Educational Rights and Privacy Act (FERPA)	39-40

Office of the Registrar

For information regarding registration, graduation, degree audits, *myGate*, grade policies, and for instructions to request a transcript, see the Registrar's website at www.murraystate.edu/registrar. Questions may be directed to the Office of the Registrar at 270-809-5630 or 800-272-4678 (extension 1), or in writing to the Office of the Registrar, 113 Sparks Hall, Murray, KY 42071-3312, or by email at msu.registrar@murraystate.edu. The Office of the Registrar considers Murray State email to be the primary and official source of communication.

myGate

Murray State University provides a secure portal to an on-line information network (*myGate*) to students and faculty. The system provides up-to-date access to students enabling them to register and view their class schedules, grade reports, transcripts, degree audits, account balances, 1098T tax information, student loan notices, contact information, personal information (majors, advisors, GPA, etc.), and account holds. Students also use *myGate* to add/drop classes, withdraw from the semester, request enrollment verification, apply for graduation, request transcripts, and update contact information. **It is the student's responsibility to check their myGate account regularly and to keep all contact information current.** More information can be found on the Registrar's website (www.murraystate.edu/registrar) or by clicking the *myGate* link on the www.murraystate.edu home page.

Students may choose to release non-directory (confidential) information to certain individuals by completing the *Consent to Release Student Information* process on their *myGate*. Refer to the FERPA section found later in this chapter.

If you cannot log into *myGate* because you have forgotten your password, contact the Service Desk at (270) 809-2346.

Policy Changes

Murray State University reserves the right to modify regulations regarding admission, registration, drop/add, course offerings/arrangements, curricula, retention, graduation, and other functions of the university. Such regulations shall govern both old and new students and are effective when adopted. A schedule of classes and updated information may be found on *myGate* and www.murraystate.edu. The University reserves the right to make any policy changes or adjustments in the *Academic Bulletin* which are deemed necessary.

2018-2019 Academic Calendar

FALL 2018	
Classes Begin	August 14
Fall Break	October 4–5
Holiday	September 3/November 21–23
Classes End	November 30
Finals	December 1–7
Commencement	December 8
WINTER 2018	
Classes Begin	December 10
Holiday	December 24–25, 31/January 1
Classes End	January 2
SPRING 2019	
Classes Begin	January 14
Spring Break	March 18–22
Holiday	January 21
Classes End	May 3
Finals	May 4–10
Commencement	May 11

SUMMER 2019	
Classes Begin	May 13
Holiday	May 27/July 4
Classes End	August 2

For additional information regarding the official university academic calendar visit *myGate* or www.murraystate.edu. Murray State University reserves the right to modify the academic calendar as deemed necessary.

Registration

Students who have been enrolled at Murray State in at least one regular term within the two years preceding the registration term will be in the active registration file. All other students must file a formal application for admission or readmission to determine their registration status. Refer to the section on admission or readmission in the *Undergraduate Admissions* or *Graduate Admissions* chapters.

Registration for qualified students at Murray State is via an on-line process on *myGate*. Questions may be directed to the Registration Office at 270-809-2394 or email, msu.registration@murraystate.edu. Refer to the university calendar, available on *myGate* or the Murray State website, for exact dates and times.

New freshmen and new transfers have an opportunity to schedule for the fall term during a summer orientation session. Graduate students who wish to take advantage of advanced scheduling must be admitted by the following deadlines: April 1 for summer and fall terms, and November 1 for the winter and spring terms. Others may schedule after they are admitted. Reference should be made to the official university calendar for the advanced scheduling dates for currently enrolled students. Specific scheduling times are assigned during advanced scheduling. Assignments are based on the number of semester hours earned as shown on the student's Murray State academic record plus the hours enrolled at Murray State (in progress) at the time scheduling takes place.

A student who attends a class without being properly enrolled will not receive credit. Courses must be scheduled in the semester in which the actual coursework is completed. Attendance is expected on the first day of classes. A student is considered registered when he/she is properly enrolled in class(es). Once a student is officially enrolled in a course, he/she will gain access to their courses on Canvas, approximately one week prior to the first day of the semester.

Academic Advising

Before a student may schedule, he or she must have consulted with an academic advisor about his or her proposed class schedule. Undergraduate, and some graduate, students have a block on their registration access that can only be released by their assigned academic advisor. Intercollegiate Athletics and Honors College students are required to have additional approval from the appropriate program advisor.

Holds

Students should check their *myGate* to view all current holds. Holds must be cleared prior to scheduling classes. Students with the following situations will not be permitted to register until the related issue has been resolved: an undergraduate student who has earned 45 semester credit hours and is listed with an "undeclared" major; an undergraduate student who has earned 60 semester credit hours and is completing a major (as opposed to an area) and has not officially declared a second major or a minor; a student with an incomplete admission file; a student on academic suspension; a student who has any indebtedness to the university; a student who does not have a valid address on file; a U.S. citizen who does not

have a valid social security number on file; and a student who has completed a degree or certificate and has not been admitted to a new program or status.

Credit Hours

Murray State University maintains high academic standards in its curricular offerings with processes in place to ensure consistency in credit hours awarded and appropriate designation for the level of course content. The university operates on a semester system with one hour of credit equal to a minimum of fifteen one-hour sessions of lecture or thirty one-hour sessions of laboratory, studio, or practice and two hours of out-of-class work each week, or the equivalent based on the length of semester. All courses are reviewed for credit hour compliance and approved by the University Academic Council based on proposals submitted by an academic department and routed through its academic college/school. It is the responsibility of each academic department to monitor its courses for appropriate content and to determine the appropriate level and amount of credit awarded for course completion.

It is the practice of Murray State to be consistent in its course requirements, academic rigor, credit hour award, and expectation of student performance for any given course, regardless of course level, format, or mode of course delivery. If a course is offered both in a traditional campus-based format and via an asynchronous, distance-based model, the content and credit awarded must be equivalent. For curricular components offered only as distance-based courses, the academic department is expected to provide a determination and justification for the appropriate amount of credit awarded. This determination is based on an expectation that a fixed number of credit hours is assigned for the successful completion of course activities and achievement of course competencies as stated in the course syllabus.

Each academic year consists of a fall term that begins in August, a winter term that begins in December, a spring term that begins in January, and a summer term that begins in May and includes several sessions of varying durations. Each term may contain parts-of-term within that semester where classes begin and end at a different time than a 'full semester course'. These parts-of-term classes are wholly contained within a single term. All grades for parts-of-term courses will be recorded at the end of the entire term. Due to the nature of scheduling courses during certain times within respective terms, the university may approve a credit hour equal to 50-minutes of instructional time each week or the equivalent thereof. In all cases, the instructor is expected to utilize extra out-of-class communication and activities with the student to justify any time modification.

Classification

All students must comply with University policies, regardless of classification.

Undergraduate Level

Freshman	less than 30 semester hours of earned credit
Sophomore	30 to 59.9 semester hours of earned credit
Junior	60 to 89.9 semester hours of earned credit
Seniors	a minimum of 90 semester hours of earned credit
Post-Baccalaureate	students taking undergraduate classes after receiving a baccalaureate degree or higher

Graduate Level

Graduate	students working on an advanced certificate, degree, or certification
-----------------	---

Course Numbers

The numbers used to identify courses are as follows:

001-099	special category and/or developmental courses
100-299	lower division undergraduate courses
Requires at least a junior classification.	
300-499	upper division undergraduate courses
500-599	upper division undergraduate courses
Must be admitted to graduate studies prior to scheduling.	
600-799	graduate courses
800-999	doctoral courses

Freshman and sophomore students may take 300-level or 400-level courses with the approval of the chair of the department in which the course is offered. Sophomores who will be juniors before a 500-level course begins may schedule for the course, with the understanding courses may be removed from the schedule if junior status is not attained before the course begins. Only those who are classified as graduate students may take 600-level or higher courses.

Student Course Load

Audited and developmental classes are included when determining the total hours in a student's course load.

Undergraduate Students

The minimum full-time undergraduate course load is 12 semester hours. The typical load is 16 hours. Students who are on academic warning or academic probation are restricted to 16 hours. Since the maximum load without special approval for other undergraduate students is 19 semester hours, it is not possible to schedule for more than 19 hours via *myGate*. If an exception is to be made in any individual instance, the undergraduate student must be at least sophomore standing and have an overall grade point average of at least 3.00 or have earned at least 12 hours with a 3.00 for the previous semester. If the minimum GPA requirements are met, an approved *Course Overload* form for undergraduate students, signed by the student's academic advisor, department chair, and collegiate/school dean must be taken to the Registration Office, Sparks Hall. Under no circumstances may an undergraduate student enroll in more than 22 semester hours: 1) without approval signature of, and a letter of justification from, the student's collegiate/school dean; 2) without approval signature of the Associate Provost for Undergraduate Education; and 3) who does not have a cumulative 3.00 GPA.

For more details on self-paced distance learning courses as they relate to course load, refer to the *Center for Adult and Regional Education*.

For more details on cooperative education as it related to course load, refer to *Academic Degrees and Programs*.

Graduate Students

Full-time status requires graduate students to be enrolled in a minimum of nine semester hours. The maximum course load, without special approval, is 13 semester hours (maximums include undergraduate and graduate level courses) so it is not possible to schedule for more than 13 hours via *myGate*. For an exception to be granted to an individual, the graduate student must have an overall grade point average of at least 3.00. If the minimum GPA requirement is met, a *Course Overload* form for graduate students signed by the student's graduate advisor/program coordinator, department chair, and collegiate/school dean must be taken to the Registration Office, Sparks Hall. Under no circumstances may a graduate student enroll in more than 16 semester hours: 1) without approval signature of, and a letter of justification from, the student's colle-

giate/school dean; and 2) without approval signature of the Associate Provost for Graduate Education Full-time status for all graduate students is enrollment in a minimum of nine semester hours regardless of Graduate Assistant employment status.

Concurrent Enrollment

Students enrolled in classes at multiple schools during the same semester are considered to be concurrently enrolled. A concurrently enrolled student may not enroll in a combined course load that exceeds the applicable Murray State student load regulation. Students requesting an overload of combined hours must get written approval by their academic advisor and dean on the appropriate overload form. See *Student Course Load* section above for the overload policy.

In order to receive financial aid for concurrently enrolled classes at another institution, the courses must be applicable to the student's degree program and pre-approved on the Concurrent Enrollment form found on MSU's Financial Aid website, www.murraystate.edu/admissions/financialaid. **Students should check www.murraystate.edu/evaluate to verify their course equivalency at MSU before registering for courses at other institutions.** See the *Repeating Courses* section for details on the repeat policy for transfer courses.

Degree-seeking MSU students concurrently enrolled in courses at other institutions are required to submit their official transcript directly from each institution to MSU after each semester of enrollment. Failure to submit transcripts after each semester may result in a change in academic standing, including academic suspension from MSU and could cause a student to take unnecessary classes.

International students must seek prior approval from International Student Services, 174 Woods Hall, in addition to meeting all other concurrent enrollment requirements.

Course Prerequisites

Students are required to comply with the most current course prerequisites at the time they register for the course. The most current course prerequisites are listed on the online schedule of classes found on *myGate* and in the most recent *Academic Bulletin*.

Schedule Change

NOTE: Dropping below full-time status may affect total fees, benefits, insurance, financial aid, athletic eligibility, veteran benefits, international status, scholarships, etc. It is the student's responsibility to comply with all such policies.

Any schedule changes should be approved by the student's academic advisor. Additional approval is required for athletes, students in the Honors College, veterans, international students, and those who wish to audit a class. For changes that do not require special approval, the student will use *myGate* during the published drop/add periods. Forms for changes that require special permission should be taken to the Registration Office, Sparks Hall, by the published deadline.

Dropping a class before the end of the first drop period will eliminate the course from the student's permanent record. For classes dropped during the second drop period, the student will receive a grade of withdrawn (*W*). Consult the current *Academic Calendar* for dates and deadlines at www.murraystate.edu/registrar.

It is the student's responsibility to review their schedule on *myGate* after making changes to verify all transactions have been processed.

Schedule Change Fee. Effective Fall 2014 any course change after the published deadline may be subject to a \$50 schedule change fee. Please review the *Academic Calendar* for published add and drop dates at www.murraystate.edu/registrar.

Auditing of Courses

An auditor is one who enrolls and participates in a course without expecting to receive academic credit. A student may not schedule for audit or change a course from CREDIT to AUDIT via *myGate*, since the permission and signature of the instructor are required. The audit permission form is available in the Office of the Registrar or on the www.murraystate.edu/registrar website. Students interested in auditing a course must secure written permission from the instructor and discuss course requirements prior to enrolling. The approved audit permission form must be submitted to the Registration Office for processing by the published deadline (see *Academic Calendar*). The semester hours of an audited class count toward full-time status at Murray State; however, **audited courses do not have credit nor apply to any degree or certificate program and do not figure in completion hours required for NCAA, financial aid, or veterans' benefits eligibility.** Tuition and course fees are the same for credit and audit courses. Courses that were audited may be taken for credit in a later term. Also a class may be audited after having received credit for the course, but an audit grade will not replace/remove an earlier grade. Instructors and/or an academic department reserve the right to deny audit permission for their classes.

Regular class attendance is expected of an auditor. Because audited classes are considered load credit, instructors have the authority to fail an auditing student if he or she does not do the required work, or fails to attend the class. A successful audit will be recorded on the record with the designation *AU*. A failure will be recorded as an *E*.

Any change from AUDIT to CREDIT must be done by the last day to add a class. See the university academic calendar for published deadlines. A change from CREDIT to AUDIT must be done by the last day to drop a course with a *W*, and requires the permission of the instructor of the course. Refunds for withdrawals from audited courses are prorated on the same basis as refunds for withdrawals from courses taken for credit.

Time Conflicts

Time conflicts between two different classes may be approved if the time conflict is 15 minutes or less. Time conflicts must be approved by one or both instructors in writing. The student will submit an approved Time Conflict Form to the Registration Office for processing by the last day to add a class (see *Academic Calendar*). The Audit/Time Conflict Form is found on the Office of the Registrar website, www.murraystate.edu/registrar.

Overrides

Course overrides may be given at the discretion of the individual instructor, chair of the department or dean of the college. Overrides are applied to a student's account on *myGate*. Once overrides are applied to a student's account, it is the responsibility of the student to add the appropriate class on their *myGate* by University published deadlines.

Withdrawal

Students dropping all classes must submit their request to withdraw from the semester via their *myGate* Academics tab. Contact the Office of the Registrar for additional information concerning withdrawal procedures. **Students who do not submit their official withdrawal request will receive failing grades in all of their courses.** Withdrawal requests must be completed by the last date to drop a class with a *W* (see *Academic Calendar* for detailed withdrawal deadlines). Withdrawals will be recorded on the student's permanent record. Refund policies are published online each semester in the official *Schedule of Fees*.

Withdrawing from school before the end of the first drop period will eliminate the courses from the student's permanent record. Withdrawal during the second drop period, the student will receive

grades of withdrawn (W). Consult the current *Academic Calendar* for dates and deadlines. Withdrawal of any type does not remove the student's financial obligation to the university.

Administrative Withdrawal

Students who fail to meet their obligations to Murray State University, either financial or administrative, may be administratively withdrawn from the university and lose all credit being attempted. This includes students who withhold or falsify information on documents during the admission process.

Active Duty Deployment Withdrawal

If an active duty serviceperson, a national guardsman or a reservist is deployed during the semester, he/she may withdraw from the university without penalty as of his/her deployment date. The student must submit their withdrawal request via their *myGate* Academics tab and provide proper documentation to the Registration Office as soon as possible. Contact the Registration Office at (270) 809-3776, msu.registration@murraystate.edu, or the VA office at (270) 809-3754, msu.va@murraystate.edu for additional information on the withdrawal process and required documentation.

Academic Records

Demographic and Address Change

Any student who changes his or her name or social security number is expected to notify the Office of the Registrar and provide requested documentation. Changing one's name does not change the name printed on the diploma. To make the change on the diploma, the student must contact the Graduation Office at (270) 809-5084 or msu.graduation@murraystate.edu.

Murray State University recognizes students may wish to use a name other than their legal name. When requested, the university will use a preferred first name on certain documents and online information sources. The official/legal name will remain on permanent records, including but not limited to academic, employment, and tax records. **Students may not designate a preferred last name. Students are encouraged to add a preferred first name using the Preferred First Name Form as found on www.murraystate.edu/registrar prior to the start of a semester to assist instructors in consistently addressing a student throughout the course of a semester.**

The student will be held responsible for any communication from any university office sent to the Murray State e-mail address or the mailing address last given, and may not claim ignorance on the plea of having changed lodgings or name and therefore of not having received the communication. A student can review and update address and contact information on *myGate*. **Changing an address does not change residency for tuition purposes.**

Credit by Examination Undergraduate Students

For students enrolled at Murray State, undergraduate residence credit may be earned through the Advanced Placement Program (APP), College Level Examination Program (CLEP), selected International Baccalaureate (IB) examinations, and challenge examinations developed by the academic departments. A listing of tests that Murray State accepts for credit is available from the the Testing Center, Applied Sciences Building. Official score reports must be sent directly to Murray State from the issuing agency to receive credit. The credit hours earned through these examinations will count toward graduation, but will not be used to compute grade point averages since a letter grade will not be given. Although a student may receive credit hours through any of these programs, duplicate credit may not be earned. For example, a student who earns credit for ENG 105 through APP may not receive additional credit for an ENG

105 class or the CLEP general or subject exam. Students currently enrolled at Murray State must have written permission prior to taking any tests for credit and may not be enrolled in the course in the same semester as the test is being taken. Permission forms may be obtained from the Testing Center. Credit by examination may not be used as a repeat of a course taken earlier.

Advanced Placement Program (APP)

This is a program offered in cooperation with Educational Testing Service and various high schools. Generally, students will complete their APP tests while in high school. MSU encourages, but does not require students to complete a particular APP course prior to taking the examination in that area. A score of three is the minimum required for credit and in some cases a score of four or five will yield additional credit. A listing is available at www.murraystate.edu/testingcenter. A student must be enrolled at Murray State to receive credit based on satisfactory APP scores. APP credit may not be used as a repeat of a course taken earlier.

College Level Examination Program (CLEP)

This program provides an opportunity to earn credit for previous education or life and career experiences. The CLEP tests may be taken prior to enrollment; credit will be granted after enrollment at MSU. If currently enrolled at Murray State, a student must apply for permission to take the CLEP. A score of 50 is the minimum required for credit and in some cases higher scores will yield additional credit. The CLEP tests are administered on the main campus by the Testing Center. A student must be enrolled at Murray State to receive credit based on satisfactory CLEP scores. A CLEP test may be repeated with permission. A minimum of six months must elapse between retakes of the same test. It is the student's responsibility to ensure that retake attempts meet this requisite. CLEP credit may not be used as a repeat of a course taken earlier. A listing is available at www.murraystate.edu/testingcenter.

International Baccalaureate Examinations (IB)

This is a program offered at various high schools. A list of International Baccalaureate examinations that have been approved for credit is available through the Transfer Center. A student must be currently enrolled at Murray State to receive credit based on satisfactory IB scores. IB credit may not be used as a repeat of a course taken earlier.

Departmental Challenge Examinations

A student must be currently enrolled at Murray State University to receive credit for a departmental challenge examination. All requests for departmental challenge examinations must be approved by the chairman of the department offering the course. **All costs connected with a particular examination must be met by the student prior to the testing date.** A per credit hour fee is assessed for each course. A department may adopt a standardized examination available from outside the university or develop a departmental proficiency examination which may be oral, written or both. Students desiring to receive credit by departmental challenge must register and pay for the challenge exam on *myGate*. If the student passes the exam, the department will send the approval to the Office of the Registrar for posting credit to the academic record. Departmental challenge examination credit awarded will be posted to the student's academic record in the semester in which the student is enrolled, however, no earlier than the first day of the semester.

- A departmental challenge examination may only be taken once.
- Departmental challenge credit may not be used as a repeat of a course taken earlier.
- A grade received in a regular course may not be changed by departmental challenge examination.

- Please note that departmental challenge examinations are not offered for all subjects or courses.

Military Service Credit

Refer to the section on Transfer Students in *Undergraduate Admissions* regarding military service credit for undergraduate students.

Graduate Students

Certain graduate programs may award credit for prior learning and/or provide proficiency reviews. Contact the program coordinator for more information.

Military Service Credit

Contingent on the approval of the graduate advisor, the collegiate graduate coordinator, and Graduate Admissions, six hours of graduate credit may be accepted toward a master's degree for completion of U.S. Military Command and General Staff College.

Grades

All final grades are submitted by the instructor via their *myGate* and posted to students' academic record at the conclusion of each semester. Only grades submitted by the instructors via their *myGate* are considered official and recorded on the students' record. Grades posted elsewhere (such as Canvas) are not official and may be different than the official grade recorded on the permanent record. All grades for parts-of-term courses will be recorded at the end of the entire term. Mid-term grades are not posted to the academic record but can also be viewed on *myGate*/Academics tab. Students who have met their financial obligations to Murray State can view their academic record on *myGate*.

The following are grades used for the evaluation of course work, with a 4.00 grading scale used to determine grade point average:

- A** Excellent - valued at four points for each credit.
- B** Good - valued at three points for each credit.
- C** Fair - valued at two points for each credit.
- D** Poor - valued at one point for each credit.
- E** Failure, no credit - valued at 0 points but counted as GPA hours.
- P** Passing credit earned – credit valued at no points and no hours attempted. (Used for credit by exam and officially approved pass/fail courses as stipulated in the course description section of this *Academic Bulletin*.)
- AU** Audit - no credit. (Requires instructor's approval.)
- I** Incomplete - computed as non-punitive and converts to an *E* with punitive value if not completed and changed by published deadlines (see Incomplete Grades section below).
- R** Deferred grade - grade used in restricted instances for specifically approved courses. No credit is given and is not computed as hours attempted. For graduate students, this grade may be given for courses numbered 698, 699, 798, and 799. It will change to a grade of *I* (or an *E* at the department's discretion) if work has not been completed within two years from the time the *R* grade is given.
- W** Dropped or withdrawn - no hours attempted and no quality points. (May only be assigned to eligible students who have officially dropped courses or withdrawn from Murray State by published deadlines.)
- NR** Not reported - grade used when the instructor has not submitted final grades by the deadline. No credit is given and is not computed as hours attempted.
- IP** In progress - grade used in restricted approved instances. Computed as non-punitive.

Students may not submit missed work, make changes to already submitted work, nor complete additional assignments in order to change a grade of A, B, C, D, or E once the grade has been recorded.

Incomplete Grades

A grade of *I* (incomplete) is assigned when a student is unable to complete a small portion of all class assignments for reasons beyond the student's control and the reasons are satisfactory to the instructor. A student who receives an *I* grade must complete the work and the instructor must submit the grade **by mid-term of the fall or spring term** immediately following the term in which the *I* was received, regardless of the student's enrollment status. *I* grades received in the fall and winter must be completed and grades submitted to the Office of the Registrar by March 15 of the following spring term; spring and summer *I* grades, by October 15 of the following fall term. (*Degree pending students should see the note below.*) Students completing class assignments with the intent to change the *I* to a passing grade should not re-register for the course.

Should the student fail to complete the coursework within the designated time period, the *I* will be converted to a grade of *E* and the GPA will be recalculated. **This may change academic standing, including dean's list honors.**

Once a grade of *I* has been converted to an *E*, the grade will not be changed to a passing grade. After a grade of *E* has been assigned, the student must register, pay for the course, and complete all coursework in a future semester in order to receive credit. Re-registering for the course will not prevent the original *I* grade from being changed to an *E* after the deadline has passed.

NOTE: If a student is pending a degree, incomplete grades must be changed **within five (5) weeks** after the semester ends; otherwise graduation will be delayed until the next semester, with the deadline of completing work for the incomplete of October 15 for spring and summer grades and March 15 for fall and winter grades, whichever is applicable. (See the Graduation Requirements section in *Academic Degrees and Programs* for additional information.)

Quality Points

Quality points are earned per credit hour and are used to calculate a student's grade point average. The number of points received for each course is determined by the grade earned and the grading scale used. Since Murray State uses the 4.00 grading system, each credit hour of *A* receives four quality points; each credit hour of *B* receives three; each credit hour of *C* receives two; and each credit hour of *D* receives one. For example, a student who earns an *A* in a four-hour course will receive 16 quality points.

Grade Point Average

The grade point average of a student is defined as the ratio of the total number of quality points to the total number of GPA hours, truncated (no rounding) to the second decimal point. For example, a 3.9999 calculation would be recorded as a 3.99 GPA. Institutional GPA (Murray State University coursework), transfer GPA (other institutions' accepted coursework), and cumulative GPAs are posted to a student's transcript and can be found on the Academics tab on *myGate*. For example, a student who earns a grade of *B* in all courses for a total of 120 semester hours would have 360 quality points and a GPA of 3.00. **A degree GPA is calculated at the time a degree is conferred and recorded. A student's record will not be changed by subsequent coursework after a degree is granted, including repeated courses.**

Grade Change Policy

Grades are recorded in the Office of the Registrar as reported by the faculty at the end of each term. No grade recorded on the student's record may be changed except upon a written statement signed by the instructor certifying an error in reporting had been made.

When an error is made in reporting a grade, the instructor may make the necessary change in the Office of the Registrar within the first 20 days of the semester following the recording of the grade. A grade will not be changed after a degree is conferred. **Students may not submit missed work, make changes to already submitted work, nor complete additional assignments in order to change a grade of A, B, C, D, or E once the grade has been recorded.** The policy concerning the changing of *I* grades is addressed earlier in this section. Under no circumstance will an appeal of a grade be accepted after one year from the end of the semester in which the grade was received.

Dean's List Academic Honors

Full-time (courses in which a grade of *P* is received will not count toward full-time status for this purpose) undergraduate students who have attained a term grade point average of 3.50 or above in either a spring or fall semester will be placed on the "Dean's List" for that semester and will appear on the student's record. This requirement must be met at the time grades are posted. Grades changed after the initial posting of grades will not be used for determining Dean's List. Grades of *I* may prevent a student from being placed on the Dean's List. Dean's List information is also displayed under the Academics tab on *myGate*. For press release forms regarding Dean's List Honors, please contact the department of University Communications. The policy concerning degree honors is addressed in the Graduation Requirements section of *Academic Degrees and Programs*.

Repeating Courses

Undergraduate Students

An undergraduate student may, for the purpose of raising a grade, enroll in a course for credit no more than three times unless otherwise noted in the course description. Only the last attempt will be calculated in the overall GPA and count toward hours earned. Grades of *AU*, *R*, or *W* do not count toward repeat attempts. Transfer credit is also subject to this policy. Therefore, an equivalent course could 'mark off' a previously earned Murray State course. All attempts and the original grades are recorded on the academic record.

Note: All undergraduate coursework to date will be evaluated using this policy. Students who received credits or failures in a course, three or more times with only the first attempt removed from GPA calculation, will have all but the last attempt removed from the overall GPA. Repeating a course after a baccalaureate degree has been conferred will not mark off a previous grade.

Graduate Students

Repeating a graduate course does not remove the original grade received in the course. All graduate level grades remain on the academic record. In calculating grade point averages, a repeated course shall be considered an additional course. If a graduate student takes a course at Murray State and chooses to repeat that course at another institution, permission from the student's graduate advisor and collegiate graduate coordinator must be secured. Students are required to submit an official transcript from the other school to Murray State after each semester of enrollment. A repeated transfer course is added to the student's degree GPA calculation. A course substitution form must be forwarded to the Graduation Office in Sparks Hall to document departmental approval of transfer credit.

Minimum Academic Standards

Outcomes Assessment

Outcomes assessment, while not having impact on a student's grade point average or graduation status relative to the student's test performance, is nonetheless a required activity.

Academic Standings

Undergraduate Students

Academic Good Standing

Students who are not on warning, probation, or academic suspension or dismissal are considered in good standing. If a student is not in good standing but requests a verification of good standing be sent to another institution, the verification will state that the student is eligible to re-enroll if applicable.

Undergraduate students are expected to maintain at least a 2.00 cumulative grade point average (GPA). The conditions and actions described below pertain to undergraduate students whose GPAs fall below 2.00. Some programs require students to maintain a higher cumulative grade point average.

Academic Warning

A student will be on academic warning when his or her cumulative GPA is less than 2.00 but is at or above the values listed below for the number of GPA hours the student has attempted. A student on academic warning may enroll for a maximum of 16 credit hours during a fall or spring term.

Academic Probation

A student will be on academic probation when his or her cumulative GPA is less than the value listed below for the number of GPA hours the student has attempted.

GPA Hours Attempted	Cumulative GPA
1 - 32	1.50
33 - 64	1.70
65 - 79	1.90
80 or more	2.00

An undergraduate student will be placed on Academic Probation at the end of the first grading period in which his/her cumulative GPA falls below the appropriate threshold listed above. A student on probation may register for a maximum of 16 hours during a fall or spring term.

Academic Probation Continued

A student who does not meet the cumulative GPA threshold listed above for his/her GPA hours attempted, but earns a term GPA of at least 2.00 for the probationary semester will remain on probation and may register for a maximum of 16 hours during a fall or spring term.

Removal from Probation

A student will be removed from probation after the probationary semester by reaching or exceeding the appropriate cumulative GPA threshold listed above. Failure to do so will result either in Continued on Probation or Academic Suspension.

Academic Suspension

An undergraduate student will be suspended from the University following a probationary semester in which he or she does not meet the criteria for continued on probation or removal from probation (see above). A student suspended for the first time may not re-enroll until one succeeding (fall or spring) term has passed. Academic Suspension is noted on the academic record. An undergraduate student who receives a second academic suspension may not re-enroll for two calendar years. An undergraduate student who receives three or more academic suspensions will be indefinitely

dismissed from the University. **Being reinstated does not remove prior academic standings from a student's academic record.**

Academic Second Chance

Academic Second Chance (ASC) is an appeal procedure for an undergraduate student to request academic forgiveness for their courses. It applies to one or more semesters within which a student earned grades lower than a C. If approved, the requested terms would be excluded when calculating the student's grade point average. No courses taken during the semesters approved for ASC would apply toward requirements for a degree.

A student who wishes to petition for ASC must have been separated from all institutions of higher learning for a minimum of two consecutive calendar years. (Ex: Grades earned in May 2016 would require the student to be separated until May 2018.) If a student withdrew from a semester and the withdrawal appears on their transcript, the student is considered "enrolled" during that term.

An ASC request form may be submitted by an enrolled student after the student has reentered Murray State University and has earned a minimum of 12 new degree credit hours at Murray State University with a minimum GPA of 2.50 on all hours since re-enrolling. ASC requests are only valid for the student's first baccalaureate degree. The ASC request form must be submitted to the Office of the Registrar, specifying the terms for which ASC is requested.

ASC courses remain a part of the transcript with a notation that academic second chance has been applied and those grades are not included in GPA calculations. If a course excluded by ASC was used as a repeat of an earlier course, the original course which had been excluded from grade point average consideration due to the repeat policy will be reinstated into the GPA as though it had never been repeated. ASC may impact VA education benefits awarded during those terms. Prior to ASC request, please contact the VA office.

The new GPA is the official GPA of the university. Students need to be aware that some schools, agencies, academic areas, organizations, and scholarship programs may not recognize or allow ASC. **ASC may be declared only once and may not be revoked. ASC does not remove prior academic standings from a student's academic record.**

Graduate Students

Graduate Academic Probation

When graduate students have completed nine or more semester hours of graduate course work with a grade point average of less than 3.00, they may be placed on academic probation and are subject to dismissal from their program(s). These are the minimum university regulations governing scholastic probation for graduate students. Each college/school may set additional requirements for academic probation in its graduate programs.

Academic Second Chance

Academic Second Chance (ASC) is an appeal procedure for graduate students to request academic forgiveness for their courses. It applies to one or more terms within which a student earned grades lower than a C. If approved, the requested terms would be excluded when calculating the student's grade point average. No courses taken during the terms approved for ASC would apply toward requirements for a degree. For the purposes of this policy, "terms" may refer to semesters, shorter summer sessions, 8-week sessions, etc.

A graduate student who wishes to petition for ASC must submit a request on the official request form; however, individual graduate programs may have policies that limit the timing of an ASC request. Students may request ASC through their advisor by submitting the Request for Academic Second Chance (Graduate) and a justification letter that includes details about the extenuating circumstances

that caused hardship during the term(s) for which ASC is requested, as well as identification of specific terms for ASC. The request must also be approved by the program coordinator, department chair (where applicable), collegiate graduate coordinator or academic dean, and the university graduate coordinator. The request may be denied at any level of the review. Student appeals of any decision will be handled by the Graduate Studies Committee of the Academic Council.

ASC courses remain a part of the transcript with a notation that academic second chance has been applied and those grades are not included in GPA calculations. ASC may impact VA education benefits awarded during those terms. Prior to ASC request, please contact the VA office.

The new GPA is the official GPA of the university. Students need to be aware that some schools, agencies, academic areas, organizations, and scholarship programs may not recognize or allow ASC. ASC may be declared only once per degree level and may not be revoked. ASC does not remove prior academic standings from a student's academic record.

Academic Appeals

Suspension Appeal

A student who has been academically suspended or dismissed and feels there were extenuating circumstances beyond his/her control which led to the suspension or dismissal, may request reinstatement for the following semester by submitting an Academic Suspension Appeal Form with supporting documentation to the Office of the Registrar. The Academic Suspension Appeal Form can be found on the Office of the Registrar website at www.murraystate.edu/registrar. Submitted academic suspension appeals will be heard by the Academic Appeals Board in May, August, and January. All appeals must be on file at least seven days before the first day of the semester for the appeal for reinstatement. **Being reinstated on academic probation does not remove prior academic standings from a student's academic record.** The decision of the Academic Appeals Committee is final.

Grade Appeal

Murray State University recognizes that differences of opinion or interpretation may arise between students and faculty members regarding the assignment of course grades. The university urges the student to first seek resolution through informal discussion with the appropriate faculty member. The following policy has been adopted as a formal avenue for the resolution of a student grievance or appeal, in the event that such differences cannot be resolved informally. The university recognizes the right of a student to present a grievance to an established committee and to have that grievance considered on its merit by an expeditious and orderly process. It should be noted that situations involving academic misconduct should be directed to the University Judicial Board.

Definitions

Complainant: one who files a grievance, complaint or appeal within the scope of this policy.

Respondent: one against whom a grievance is filed.

Days: counted when classes or exams are scheduled.

Faculty: all persons, whether full or part-time, who are responsible for, assist in, or administer the instructional program. (See Sec. 2.1 of the Faculty Handbook for a complete definition.)

Grievance: a written allegation or complaint that there has been a violation, misinterpretation, or improper application of existing policies, rules, regulations, practices, and/or procedures which a student believes to be unfair, inequitable, or a hindrance to that student's effective performance.

Limitations. *A grievance by the student must be initiated with*

the instructor within the first twenty (20) days of the semester immediately following the term during which the incident of grievance is alleged to have occurred, exclusive of summer session. Informal discussions with the appropriate chair and dean must take place within ten (10) days of the initial discussion with the instructor. Any special circumstance or request involving the time limitation set forth above will be considered and evaluated by the appropriate academic dean. Documentation of any revision of the time limitation will be included with the grade appeals form. **Under no circumstances will an appeal of a grade be accepted after one year from the end of the semester in which the grade was received.**

A faculty member has the responsibility to retain all course material and/or records not left in the student's possession which contribute to the final course grade. These materials must be kept for the 20-day period of the following semester during which a student may appeal a grade, or in the event of an appeal, until conclusion of the appeal process.

Procedures

Step 1: Before a formal grievance may be filed with the Academic Appeals Board, the complainant should first seek resolution through informal discussion with the instructor. In the event that the instructor is a teaching assistant, the faculty supervisor should also be present during these discussions.

Step 2: Should the matter not be resolved to the satisfaction of the complainant, informal discussion should be sought with the appropriate department chair. In the event that the chair is the respondent of the grievance, informal discussion will be held with the academic dean.

Step 3: Should the informal discussions as outlined above not prove satisfactory to the complainant, informal discussion should be sought with the appropriate academic dean, if the dean has not been previously consulted.

Step 4: Once all means of informal resolution on the collegiate level have been exhausted, **the complainant should present a completed grade appeal form with supporting documentation to the Registrar within fifteen (15) days of the initial discussion with the instructor.** Grade appeal forms are available in the Office of the Registrar, on the Office of the Registrar's website www.murraystate.edu/registrar, and in the office of each collegiate dean.

Step 5: The Registrar shall immediately forward the grade appeal form to the chair of the Academic Appeals Board who in turn will notify the faculty member/respondent that a formal grievance has been filed. The faculty member/respondent will be provided a copy of the completed grade appeals form.

Step 6: The chair of the Academic Appeals Board shall convene that committee within twenty (20) days of the receipt of the grade appeals form. (The Academic Appeals Board is defined in Section 1.6.3.1 of the University Committee System.) Prior to the hearing, both complainant and respondent may elect to choose a university advisor(s) for the purposes of collecting data and/or presenting that individual's position to the board. Complainant and respondent have the right to be accompanied by their advisors during any open meeting of the board at which the board's agenda includes that particular grievance. The board holds the prerogative to call for pertinent testimony from any party involved in the grievance, or any party whom the board believes could clarify the grievance.

Step 7: Unless an extension of time is sought by the board, the written recommendation of the Academic Appeals Board shall be forwarded to the provost for final disposition. Copies of the recommendation and final decision by the provost shall be sent to the appropriate academic dean, the complainant, and the respondent, within ten (10) days of the completion of the hearing, unless notified otherwise. Telephone notification to the complainant of the availability of the recommendation shall fulfill the terms of this requirement. The text of the recommendation and all pertinent testimony and gathered data shall be kept in confidence.

NOTE: If at any point in this process, the student alleges that actions have taken place that may be in violation of Murray State University Non-Discrimination Policies, this process must be suspended and the matter directed to the Office of Institutional Diversity, Equity and Access.

Academic Record and Transcript

The academic record is the **unabridged** academic history of a student. It contains a chronological academic history of all courses attempted at Murray State and accepted coursework from other accredited institutions. Grade point averages (GPAs) are recorded for each semester and a cumulative GPA is recorded for each level of coursework (undergraduate, graduate, ESL). If a student earns credit at the same level after completing a degree, the cumulative GPA will reflect all coursework prior to and after the degree was awarded.

For a fee, an official Murray State transcript of a student's **unabridged** academic history will be released at the student's written request and in compliance with existing state and federal statutes pertaining to the release of student academic records. The student may request a transcript for a specific level only (such as graduate-level coursework); otherwise, the student's transcript will contain all levels of attendance. Transcript(s) cannot be released with only a select course(s) or only a select degree(s). For transcript information, visit www.murraystate.edu/transcripts or contact the Office of the Registrar via email at msu.transcriptrequests@murraystate.edu. All transcript requests must be ordered online. An unofficial transcript can be viewed on the *Academics* tab of the student's *myGate* account at no charge.

The official academic record is the property of the university. Consequently, the university reserves the right to withhold the release of an official transcript of that record if the student has an obligation to the University (such as debt or incomplete admission). If the university withholds the release of the official transcript for these reasons the student may contact the Office of the Registrar to view his/her academic record; however, he/she will not be permitted to make photographs nor be given copies of their academic record. The university reserves the right to maintain the information contained in the permanent record according to established practice and in compliance with state and federal laws.

Documents received from third parties (including high school and college transcripts, test scores, etc.) are the property of Murray State University. These documents cannot be released by Murray State to other institutions or agencies nor can they be returned to the student. Students needing a copy of their high school transcripts, other school transcripts, test scores, etc., should contact the original source.

Enrollment and Degree Verifications

Verification of enrollment, degree, and academic information may be requested on the *Academics* tab of the student's *myGate*. Verifications requested through *myGate* are processed the next business day. All other verifications are processed within 2-3 business days. Verifications are not available on demand. For more information, please email msu.verifications@murraystate.edu.

Family Educational Rights and Privacy Act (FERPA)

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

1. The right to inspect and review the student's education records within 45 days of the day the University receives a request for access. Students should submit to the registrar, dean, head of the academic department, or other appropriate official, a written request that identifies the record(s) they wish to inspect. The Uni-

versity official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the University official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed. Release of such information is at the discretion of the registrar.

2. The right to request the amendment of the student's education records that are believed to be inaccurate or misleading. The student should write the University official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the University decides not to amend the record as requested by the student, the University will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for an amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing. See the section on *General Student Complaint Procedure and Request to Amend an Educational Record* in Chapter 1.

3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent.

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

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

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

As of January 3, 2012, the U.S. Department of Education's FERPA regulations expand the circumstances under which your education records and personally identifiable information (PII) contained in such records — including your Social Security Number, grades, or other private information — may be accessed without your consent. First, the U.S. Comptroller General, the U.S. Attorney General, the U.S. Secretary of Education, or state and local education authorities ("Federal and State Authorities") may allow access to your records and PII without your consent to any third party designated by a Federal or State Authority to evaluate a federal- or state-supported education program. The evaluation may relate to any program that

is "principally engaged in the provision of education," such as early childhood education and job training, as well as any program that is administered by an education agency or institution. Second, Federal and State Authorities may allow access to your education records and PII without your consent to researchers performing certain types of studies, in certain cases even when we object to or do not request such research. Federal and State Authorities must obtain certain use-restriction and data security promises from the entities that they authorize to receive your PII, but the Authorities need not maintain direct control over such entities. In addition, in connection with Statewide Longitudinal Data Systems, State Authorities may collect, compile, permanently retain, and share without your consent PII from your education records, and they may track your participation in education and other programs by linking such PII to other personal information about you that they obtain from other Federal or State data sources, including workforce development, unemployment insurance, child welfare, juvenile justice, military service, and migrant student records systems.

FERPA allows the institution to routinely release information defined as "directory information." The following student information is included in the definition of directory information: the student's name, addresses, telephone listings, campus e-mail address, date and place of birth, field(s) of study, photograph, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, enrollment status (including full-time, part-time, not enrolled), degrees (pending and received), awards or honors received and the most recent previous educational institution attended. When a student wants the directory information to remain confidential, an official request form must be completed in the Office of the Registrar. That request remains in force until such a time as a formal written statement is received from the student rescinding that request.

Murray State will release directory information to school officials or others with a legitimate educational interest.

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

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

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

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

Students may choose to release non-directory (confidential) information to certain individuals by completing the *Consent to Release Student Information* process on their *myGate*. Non directory information cannot be released via phone or email to anyone, including the student, without consent on *myGate*. A photo ID is required to release non directory information to the student in person.