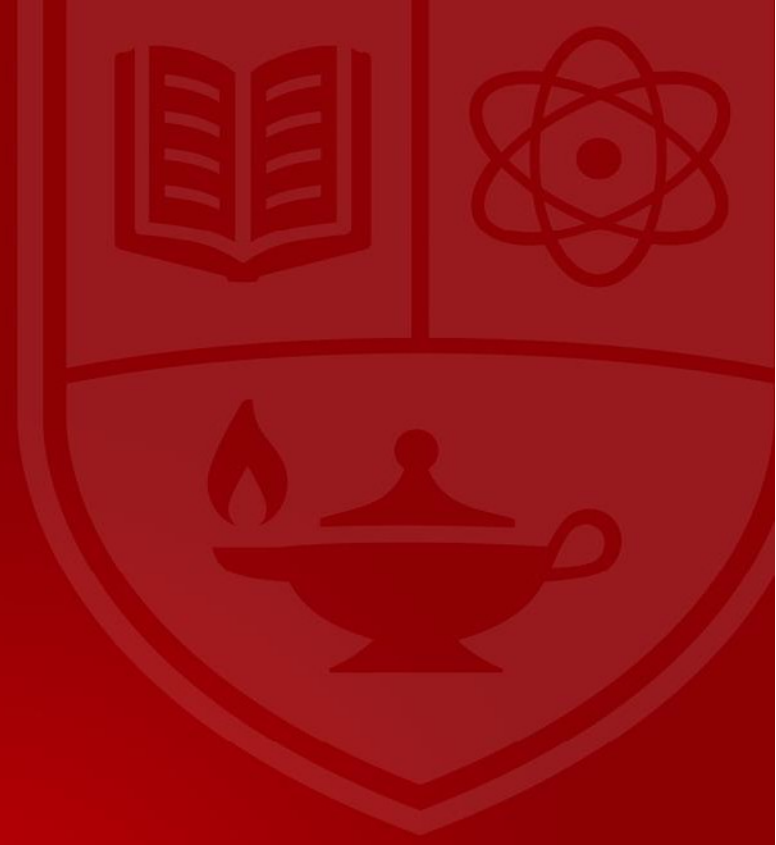


# STUDENT HANDBOOK

EST. 1965

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*Dear CTU Student,*

*Welcome to Colorado Technical University (CTU)! We so are pleased that you have chosen CTU, where, as reflected in our mission, we enable the pursuit of personal and professional goals. Whether you are a new or returning student, we have created this Student Handbook to assist you throughout your educational journey.*

*Pursuing a degree involves a deep level of commitment, and there are many resources available to you as a student of CTU. The purpose of this Student Handbook is to provide basic information about CTU, including helpful information on CTU processes and procedures, as well as services available to you as a CTU student. In addition, it contains information on what CTU expects from you as a student. Likewise, the Student Handbook provides information on what you can expect as a student at CTU.*

*At CTU, we are committed to your success, and the information in the Student Handbook is a helpful starting point for a successful experience. Please keep in mind that this Student Handbook does not replace the information in our University Catalog. Rather, it serves as an accompaniment that offers additional information and resources.*

*We are proud that you have taken this important step in pursuit of your goals, and it is our hope that the CTU Student Handbook is one helpful tool you will utilize on your road to success.*

*Best wishes,*

*Dr. Douglas Stein and Dr. Emma Zone*  
*Vice Provost                      Vice Provost*

## **Why a Student Handbook?**

### **Why should I read the Student Handbook?**

The purpose of the Student Handbook is to inform you about:

1. Important information about CTU.
2. What to expect as a CTU student.
3. What the University expects of you.
4. Common processes and procedures.
5. How to access University services.

### **How is the Student Handbook different from the University Catalog?**

The University Catalog is divided into two parts: Policies and Degree Programs.

Together they outline your program of study and the policies that govern how the University operates. The Student Handbook provides guidance, advice, and direction. It is a companion to the University Catalog but does not replace it.

### **What 10 things do I need to do to be successful at Colorado Technical University?**

1. Maintain a professional attitude.
2. Engage in your studies.
3. Participate in your learning.
4. Give and receive respect. Treat faculty, staff, peers, and all others with the respect that you would like to receive.
5. Take initiative and responsibility.
6. Be disciplined by being on time all the time. Classes and assignments are deadline driven and require promptness. Lateness has serious consequences.
7. Be open to learn from constructive criticism. Students receive a significant amount of feedback including constructive criticism. Receive the instruction in a mature, professional manner. Remember that it is designed to help you learn!
8. Communicate. Know what to expect and what is expected of you. You are responsible for the communications that you receive from the University (including the catalog and course syllabi). You are also responsible to communicate with the University if there is something that you need or do not understand.
9. Monitor your progress. Track your grades and ask for help any time you need it.



10. Be proactive. Anticipate your needs. Ask for help early. Keep your faculty informed and your attendance and assignments current. Get to know your classmates.

### **What kinds of things can I do to assure that I am doing all I can to be successful?**

One strategy is to think about the possible barriers to being able to complete your school work. This might include needing day care, having car trouble, experiencing technology issues and are unable to go online, not having a place in your home to do your school work, health issues, being on too many sports teams, etc. For each possible barrier think about a back-up plan and create a file of resources for your back up plans. What will you do if your car breaks down? A good back up plan is to have a bus schedule handy. Build your support systems early in your program.

### **Important Information about CTU**

#### **What is the mission of Colorado Technical University?**

Colorado Technical University's Mission is to provide industry relevant higher education to a diverse student population through innovation technology and experienced faculty, enabling the pursuit of personal and professional goals.

#### **What is CTU's history?**

Colorado Technical University is a private, for-profit, regionally accredited institution of higher learning. It confers diplomas, associate, bachelor's, master's, and doctoral degrees. The University was founded in Colorado Springs, Colorado in 1965. Over the past 50 years, the University has evolved from a technical training school to a University with graduate-level programs. The introduction in 1995 of doctoral programs, the establishment of a branch campus in Denver, Colorado, and the introduction of the online platform have established Colorado Technical University as a mature institution of higher learning.

#### **What accreditation does CTU have?**

Colorado Technical University is accredited by the Higher Learning Commission and a member of the Higher Learning Commission. This independent corporation was founded in 1895 and is recognized by the United States Department of Education and the Council on Higher Education Accreditation.

For additional information, please visit the Higher Learning Commission's website at <http://www.hlcommission.org>.

### **What is programmatic accreditation?**

To learn more about accreditation for specific CTU programs click [here](#).

### **What are my rights as a student?**

Here are some of the items you have the right to ask for:

- Copies of documents on CTU's accreditation
- Information about CTU's programs, faculty, laboratory, and other physical facilities
- Special accommodations CTU can provide to assist those with disabilities
- Cost of attending and refund policy
- Procedures and deadlines for submitting applications for financial aid programs
- Information about how CTU selects aid recipients
- Explanation on how CTU determines financial need is met
- What types of financial assistance is available
- How and when financial aid is received by CTU
- The type and amount of assistance for which the student was financially packaged
- How CTU determines satisfactory academic progress
- Loan interest rates
- Loan fees information
- Information on repayment, cancellation, deferment, forbearance, consolidation, refinance, and default

### **What can I expect as a CTU student?**

#### **When can I expect courses to be offered?**

Colorado Technical University offers courses throughout each calendar year. Each academic calendar consists of 4 academic quarters.

To review the CTU academic calendar for the Virtual Campus click [here](#).

To review the CTU academic calendar for the Ground Campuses click [here](#).

#### **What are the participation requirements for my courses?**

Active participation in all courses is a key to student success. To further understand what is required of you please review the attendance policies by clicking [here](#). If you are not attending classes regularly, you may be at risk of withdrawal from the University.

### **How many courses am I required to take?**

Each degree program has a predetermined number of courses (and credits) required for graduation. You should consult the course catalog to find out the specifics on your degree program. You are strongly encouraged to save a copy of the catalog hyperlink to your computer as the catalog does update (and therefore may change after you start your program). If you have additional questions, please contact the Prior Learning Assessment (PLA) Team by dialing (866) 813- 1836, and selecting the option to discuss your class schedule, or e-mail [PLAGeneralInquiries@coloradotech.edu](mailto:PLAGeneralInquiries@coloradotech.edu). If attending courses through the Virtual Campus. If you are attending a campus, please reach out to your student success coach.

### **What are the different types of instruction offered at CTU?**

Colorado Technical University offers a variety of instructional modalities. These include:

1. Fully Synchronous Delivery: this is what is often known as “traditional” or “classroom” instruction. The faculty and students are in the same place at the same time for this modality.
2. Blended/Hybrid Delivery: as the name implies, instruction is delivered both synchronously (face-to-face) and asynchronously (through one of the University’s learning management systems). Doctoral programs require students to attend synchronous symposia in addition to interacting through the Virtual Campus classroom.
3. Online/Virtual Delivery: students may take online courses through the Virtual Campus or MyCampus Portal. Online delivery may include synchronous learning experiences, such as Live Chats.

### **What Types of Course Activities Can I Expect?**

There are a variety of types of course activities you may encounter as a student at CTU. Not all courses will have the same activities, but the following represents an overview of some of the common types of course activities. This chart below is not all-encompassing, but it offers an overview of typical course activities. Each course has defined terminal course objectives, and course activities are designed to meet those objectives. The number, complexity, length, and design of course activities are aligned to the number of credit hours for the course. Minimum Total Course Hours are based on the CTU definition of a credit hour (See [CTU Course Catalog](#)). Students can expect an average of 3 total hours of work each week, per credit, for 11 week courses or 6 hours of work per week, per credit, for 5.5 week courses.

<b>Course Activity</b>	<b>Description</b>
Discussion Board	Interactive, written discussion assignments, allowing interaction among peers with instructor moderation
Experiential Learning	Learning through experience in a real-world setting
Individual or Group Project	Various assignments that can involve reading, research, writing, and

	presenting using various formats and document types. Group projects can involve team activities.
Intellipath™	Interactive adaptive learning assignments allowing for a personalized learning experience
Labs	Directed application of course content, often used to demonstrate practical application of key skills or concepts.
Live Chat/Lecture	Instructor-led synchronous/asynchronous sessions focusing course topics and information
M.U.S.E.	“Watch it,” “Hear it,” “Solve it,” “Read it,” and “Explore it” opportunities with course concepts using various media including videos and interactive content
Reading Assignments	Textbooks, learning materials, Beyond the Book guides and other course materials comprise required reading assignments related to course topics
Courseware	Specialized courseware/software used for a variety of purposes, including simulations and other interactive activities

**Are the live chats required?**

Live chats are not presently a requirement for students attending courses through the Virtual Campus. However, the live and archived chat sessions are instrumental in your success as they provide a focus on the content of your studies through a qualified instructor who is there to facilitate your learning process. Attending the live or archived chat sessions will maximize your learning and help to keep you engaged and up to date on the important activities that will impact your performance on your coursework and ultimately your learning.

**How does CTU define an effective learning environment?**

With a variety of modalities of instruction, CTU defines effective teaching and learning environments as those in which students achieve course and program outcomes. No matter how the course is delivered, most students thrive in environments in which they

actively engage with faculty and other students to solve problems, reach goals, and achieve outcomes. Effective learning environments also help students connect their learning experiences with prior knowledge.

Faculty members maintain regular office hours and are available to students for individual assistance. It is suggested that scheduled appointments be made for student assistance. The student must take responsibility in initiating the request for assistance, whether that is with an advisor, the University, or a faculty member.

The expectations of academic performance are tied directly to the objectives of the program curriculum. It is necessary for the student to reach these program objectives in order to meet the academic requirements for graduation.

If academic and/or personal problems jeopardize a student's academic success, the student should seek assistance immediately. There are resources available to assist students with study habits, mastery of skills, or personal concerns. It is important to seek assistance early and proactively when possible. Faculty may also make referrals to resources when they identify a student's need for assistance. It is, however, the student's responsibility to follow through in seeking this assistance.

### **What can I expect when I am engaged in synchronous learning experiences?**

Synchronous learning experiences are those in which the faculty members and students are engaged in the teaching and learning experience at the same time and the same place. Scheduled synchronous learning experiences include, but are not limited to, face-to-face class meetings, labs, clinical experiences, conference calls, and live chats in the Virtual Campus.

Students and faculty organize schedules around synchronous learning experiences. The University expects faculty to begin and end these valuable student-faculty contact times on schedule and fully use the time allotted.

### **How many scheduled synchronous learning experiences can be cancelled or rescheduled?**

Under extraordinary circumstances, the University may cancel or reschedule synchronous learning experiences due to inclement weather, equipment outages, or other emergencies. If a campus cancels classes, make-up(s) will be convened in accordance with campus policy.

Occasionally, faculty members may experience personal circumstances that do not allow them to lead synchronous learning experiences. As soon as faculty members

become aware of irreconcilable schedule conflicts, they will reschedule the learning experience in accordance to campus policy. Live chats may be rescheduled by contacting students in advance of the change and notifying appropriate academic personnel.

### **What does the University expect of me?**

#### **What are my responsibilities as a student?**

You have the responsibility to:

- Review all information about CTU before enrollment
- Provide timely submission of the Free Application for Federal Student Aid (FAFSA)
- Provide accurate information necessary to complete the financial aid process
- Notify CTU and student aid lender of any changes to student status, name, address, or social security number
- Pay all tuition and fees
- Make on-time payments of all loans
- Submit all deferment and forbearance requests in a timely manner
- Understand that all aid received is applied to tuition first, then fees, books, supplies
- Attend entrance and exit counseling
- Maintain satisfactory academic progress towards degree completion
- Understand CTU's refund and withdrawal policy

#### **What is my responsibility as a student when I'm engaged in learning either in the Virtual Campus or on campus?**

Professionalism will be stressed throughout your academic degree program, so that you may become successful in your career choice. It is important to establish and maintain professional relationships with your peers, faculty and staff, and eventually your employer. Below are some useful tips to help you reach your goals.

1. Attitude is essential. Your attitude shows every day! Make sure you always conduct yourself in a way that demonstrates your professionalism and concern for everyone.
2. Participation and engagement is of utmost importance. It shows that you are a dependable person that your instructor and peers can count on.
3. Faculty, staff, peers, and all others you interact with as a CTU student, should be treated with respect at all times.

4. Take initiative and be a motivated self-starter. This attribute will open many doors for you in the future.
5. Promptness is required for classes and assignments.
6. Be open to constructive criticism. You will receive a significant amount of constructive criticism and feedback. Be cooperative and mature. Receive the instruction in a professional manner and demonstrate learning from the feedback as you continue your work in your courses and program.
7. Communication is a key factor in success. Each student is responsible for seeking pertinent program information, notices of activities and events, and other information related to their program.
8. Monitor your progress by tracking your grades and asking for help any time you need it. Proactive behavior on your part can greatly increase your chance for success at CTU.

### **How do I avoid common mistakes?**

Budget the necessary time to complete your assignments without rushing to meet the deadline

- Do not assume that school is easy, especially if taking courses delivered in an accelerated format. Accelerated is the same amount of work in less time.
- View every chat session (live or archived) to ensure you meet the instructor's expectations for each assignment.
- Check the Originality Verification score prior to submitting an assignment for credit.
- Communicate your questions and concerns with your instructors and CTU staff members.
- Be diligent and disciplined with your course work and your participation in your courses; only you can stand in the way of your success.
- Communicating with your instructors may feel intimidating at first, but avoiding contact with them will be a big mistake when you need them in the future.
- Start early on your group projects and communicate regularly with your group.

### **How can I save time and money by doing things right the first time?**

Retaking a class will have the most significant impact on the time and money required to complete your degree. Retaking a class may be required if a student withdraws or does not meet the academic requirements to earn credit for the course. Tips to avoid retaking a class:

- Anticipate potential obstacles and plan ahead to avoid or overcome them while continuing with your program.

- Communicate with your student success coach for academic assistance when needed.
- Attend every chat session (live or archived) to maximize your understanding of the course content and assignments.
- Complete every assignment to the best of your ability.
- Submit every assignment on time.
- Realistically evaluate your schedule and make necessary adjustments prior to the end of add/drop week.

### **Do I have specific responsibilities when it comes to using technology?**

It is in your best interest to use proper social and professional etiquette when using the CTU e-mail system. Use of the network, including use of the MyCampus Portal or the Virtual Campus, but not limited to discussion boards, drop box and chat, implies consent for monitoring of traffic that is necessary for smooth administration of the resource. CTU does not condone the use of inappropriate language when writing messages to instructors, staff, or students.

Any part of CTU's technology resources must not be used to produce, view, store, replicate, or transmit harassing, obscene, or offensive materials. This includes, but is not limited to, material from the Internet, screen savers, etc. In addition, printed copies of such material, including those from magazines, are not permitted to be distributed. There is zero tolerance for any student who violates this policy and immediate expulsion or dismissal as well as termination of access to campus email and MyCampus Portal or the Virtual Campus may result.

University e-mail services shall not be used for purposes that could reasonably be expected to cause, directly or indirectly, excessive strain on computing resources or unwarranted and unsolicited interference with use of e-mail or e-mail systems. Engaging in any use that would interfere with another student's and/or employee's work or disruption of the intended use of network resources is prohibited. Penalties for misuse of e-mail, Internet or any part of CTU are to be determined by the instructor and/or the appropriate University official.

Lastly, it is critical that you exercise discretion and refrain from sharing your password and/or log in information with anyone inside or outside of the CTU community. The access and rights provided to you within the Virtual Campus or the MyCampus Portal are solely for your use.



## **What is CTU's Honor Code?**

*Students at Colorado Technical University agree through this code that “lying, cheating, and stealing will not be tolerated. But that is a minimum standard. We also cannot stand by when we see others disrespect or diminish each other in any way. We cannot allow the propagation of sub-culture values that are contrary to our collective values as professionals. We should always strive to respectfully treat each other as valuable teammates on a noble, demanding endeavor.” (USMA, 2014).*

This simple code is patterned after that at the United States Military Academy where it, and its support system, has successfully helped form the Academy into a leading provider of great American leaders since the Academy's establishment in 1778. In positioning itself as an educational institution that may empower students to transform jobs to careers and careers to leadership, Colorado Technical University affirms its recognition of importance to this code as the core set of values required of its students in order for CTU to remain within the community of America's respected and valued educational institutions.

CTU promotes a culture of academic integrity at all levels of the University system. CTU expects students to abide by this Code of Honor and faculty to enforce it in all academic matters.

CTU is a community committed to lifelong learning. CTU recognizes integrity as the foundation for personal, academic, and professional success. Integrity includes respect, responsibility, trust, fairness, and honesty.

- Respect affirms the inherent dignity of the persons and ideas of all members of the CTU community.
- Responsibility takes ownership of our actions and their consequences.
- Trust expects us to do what we say we will do.
- Fairness ensures that similar situations yield similar results.
- Honesty requires truthful communications and actions.
- Courage - Taking action. Converting the values from text into visible outcomes. (Center for Academic Integrity, 2014)

We are committed to challenging dishonesty in all of its forms and to uphold academic and professional standards.

CTU requires students to submit authentic, original work. All outside sources must be cited and referenced following the format published in the 6th edition of the American Psychological Association (APA) publication manual.

Students affirm that the work they submit is their own and conforms to this Honor Code. Students and faculty members shall embody professional ethics and integrity by following and enforcing the CTU Honor Code in all academic matters.

For additional information, please review the links below that highlight the policies involved in the Honor Code.

To learn more, about the following topics click on each and locate each policy within the University Catalog.

[Academic Honesty, Cheating, and Plagiarism](#)

[Originality Statement](#)

[Re-purposing and Re-use of Student Work](#)

The reference, USMA, 2014, corresponds to the following note: United States Military Academy (USMA, 2014) Evidence of Good Character: Living Honorably and Building Trust, retrieved June 18, 2016 from

<http://www.westpoint.edu/strategic/shared%20documents/honorable%20living%20white%20paper.pdf>

### **What is CTU's Student Conduct Policy?**

The foundations of CTU's philosophy of student conduct are the concepts of professionalism, honesty, understanding, integrity and academic achievement. The standards of conduct were developed with these in mind and established guidelines to assist you in making correct decisions that do not impede other students' rights, including the right to an education and efficiency of University operations. For additional information access the Student Conduct Policy within the University Catalog by clicking [here](#).

### **What are the consequences of not following the Student Conduct Policy?**

Any student whose conduct is regarded as being in conflict with the best interests of the University or in violation of its rules and regulations is subject to dismissal and termination of access to campus email and the MyCampus Portal. Additionally, you are expected to respect the rights of others and are held responsible for conforming to the laws of the national, state and local governments, and for conducting yourself in a manner consistent with the best interests of the University and of the student body.

## **STUDENT SUCCESS & BEING SUCCESSFUL**

### **What is the role of a student success coach?**

A student success coach is available to assist you throughout your program of study. Advising and coaching services and outreach may be provided to you by an assigned student success coach, instructor, and/or program chair at a campus. Questions or concerns that arise during your program can be directed to a student success coach who will assist you with obtaining appropriate resources and information.

*If you are enrolled in a program at your campus your student success coach may also register you for your classes each new term.*

### **What else do I need to know about the student success team?**

Student success coaches can provide answers to a student's program-related questions or other University questions, address issues students may have, and verify that students are meeting program requirements. When working with a success coach you can expect them to assist you in the following ways:

- Serving as a source for general information, such as program requirements and University policies.
- Helping you work through problems that may become barriers to your success.
- Challenging you to achieve.
- Contacting you via phone, e-mail, text message, or postal mail if you are struggling in your courses or have missed a course for consecutive days.
- Assisting you with time and stress management.

While CTU takes a proactive stance in assisting students, your role as an advisee includes, but is not limited to:

- Knowing how to contact a student success coach and other University representatives.
- Reading and adhering to the student policies in the University Catalog and Student Handbook; to access the University Catalog, [click here](#).
- Immediately alerting a student success coach or University representative of any issues, concerns, or questions.

### **What kinds of things can I do to assure that I am doing all I can to be successful?**

One strategy is to think about the possible barriers to being able to complete your school work. This might include needing day care, having car trouble, experiencing technology issues and being unable to go online, not having a place in your home to do your school work, illness, being on too many sports teams, etc. For each possible

barrier think about a back-up plan and create a file of resources for your back up plans. What will you do if your car breaks down? A good back up plan is to have a bus schedule handy. Build your support systems early in your program.

### **How do I access Learning Services & Course Materials?**

#### **What learning resources are provided at CTU?**

##### *Campus:*

While you are taking courses at CTU you will use various required classroom resources and materials, including textbooks, software, and supplies. These materials are not provided for you and are not included in your tuition cost.

##### *Virtual Campus:*

While you are taking courses through the Virtual Campus, you will use various required classroom resources and materials, including text books, electronic books (e-books), supplies, and software in online courses. Costs for these materials are not charged separately and are considered part of the total program costs. Students being charged the military tuition rate will have the cost of their course materials waived.

When enrolled in courses requiring intangible materials such as e-books or virtual labs, students will receive notification and/or account information via email.

Every effort is made to ensure that physical materials are delivered on time using express courier delivery and tracking services. The shipping addresses to which students' classroom physical materials will be sent are verified by Words of Wisdom, LLC, shortly before each session, offering students the opportunity to verify and/or update their shipping addresses.

When physical materials are sent, students will be notified via email of the shipment with tracking number, when applicable. Please note that incomplete, incorrect, and PO Box addresses could delay receipt of course materials. If classroom materials are not received within three business days before the session starts, the student should contact Words of Wisdom, LLC. Students shall be responsible for following warning labels placed on software, and following all installation and use instructions provided by software manufacturers.

## **What other Learning Resources are available for me?**

### *Learning Centers*

The Learning Center offers resources to help students become more successful in their courses. The Learning Center consists of programmatic, discipline specific, and support areas that are self-directed and offer supplementary support. They are staffed with credentialed professionals ready to provide assistance to students with varying educational needs.

Students can access the Learning Center through the menu bar on the Virtual Campus or through the Library on the MyCampus portal.

### *Smarthinking*

Smarthinking is an online tutoring resource that provides additional learning support for students. Smarthinking operates a tutoring service 24 hours a day, 7 days a week for a range of courses, including accounting, economics, statistics, and more. These services are available to any student taking courses at CTU.

Smarthinking offers drop-in, on-demand tutoring through a desired subject area via the "Drop-In Tutoring" area. Typically, with on-demand tutoring, the wait doesn't exceed more than 3 minutes. For areas where Drop-In Tutoring is not available, students also can schedule 30-minute appointments by going to "Scheduled Tutoring."

In addition to on-demand and scheduled tutoring, Smarthinking offers a great resource where students submit work for writing feedback on papers 1-10 pages in length. Also, students can submit paragraphs for feedback on content and thesis statements. All writing submissions are returned within 24 hours to the student's Smarthinking inbox.

Lastly, students can submit questions. All questions submitted are returned within 24 hours to the student's Smarthinking inbox. To help the tutor better provide accurate and helpful information, it's best to include as much detail and information in the question submission. Remember, question submissions should be about content and subject areas. Avoid submitting specific assignment questions.

### *How do I access Smarthinking tutoring services?*

Students can access Smarthinking through the Assignment Details within the classroom. Additionally, Smarthinking can be accessed through the Learning Center on the Virtual Campus and through the Library on the MyCampus Portal.

### *General Information for Campus Students*

CTU places special emphasis on hands-on training utilizing equipment and technology used by today's business and health care professionals. Each CTU campus houses a modern, spacious, resource center that supports the academic programs at its respective campus. Every CTU student attends an orientation which will provide a short overview of everything their campus resource center has to offer.

### *Tutoring on the Campuses*

Tutoring is available, by appointment. You can sign up for tutoring through the Library on each campus. Click [here](#) for more information.

### **How will I receive course materials?**

For students taking courses through the Virtual Campus, course materials may be shipped to you or be available electronically. There will be instances where software upgrades may become available and these downloads may occur through an online process.

### **What is Words of Wisdom (WOW) and why would I need to contact them?**

For students taking courses through the Virtual Campus, Words of Wisdom (WOW), LLC provides a custom suite of course materials to students on behalf of CTU. If you have concerns regarding your course materials for your online course you will want to contact WOW.

Contact information: 1-877-288-7650 or at [ctuonlinebooks@wordsofwisdombooks.com](mailto:ctuonlinebooks@wordsofwisdombooks.com)

Students also understand and acknowledge the following regarding Career Education Corporation (CEC) provided software:

- That it is their responsibility to safeguard all student software media distributed to them by CEC, its schools, subsidiaries or affiliates against loss, damage or any other event which may render the media unavailable or unusable.
- That media is only allowed to be distributed one time per the terms set forth in the Microsoft Campus Agreement. The method of distribution is dependent upon the software product involved and could be offered either as physical media or electronic download.

- That in those courses offered by Colorado Technical University which offer free software download as part of their required course materials, they are entitled to either the free download of the software or they may purchase a single copy of the physical media if available, but not both.
- That in those instances where the student chooses the physical media purchase option, purchasing physical media will be at the student's expense and cannot be permitted if the student has already chosen to download the free version of the product, or vice versa.

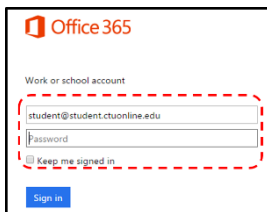
The Words of Wisdom bookstore may be contacted at 1-877-288-7650 or via email at [ctuonlinebooks@wordsofwisdombooks.com](mailto:ctuonlinebooks@wordsofwisdombooks.com), should you have any questions regarding the above policies.

### Where do I purchase books at a local campus?

If you are taking courses at a local campus, books can be purchased at your campus bookstore.

### How do I download my Microsoft Office software?

#### How do I access O365?



You can log in anytime to the O365 Homepage at: O365 Homepage at: <https://portal.office.com>

Use your CTU student email address and Virtual Campus password.

Once logged in you'll have the choice to 'Install now'



Or work directly online with several Microsoft Apps that are available immediately and from any internet-connected computer or mobile device.

For more information, click [here](#).

If you have any difficulties with the download, please contact Technical Support at 866-813-1836.

### **What are the minimum hardware/software requirements?**

System requirements vary depending on the degree program in which you are enrolled.

These requirements ensure you will be able to access and have an optimal student experience when using our portals. To review these requirements click [here](#).

*Note: Students at our campus locations have access to computers in the lab that meet the minimum requirements.*

These requirements are subject to change based on new/updated software and technology is incorporated in the classroom.

### **What is the Student Software Agreement?**

The student agrees to abide by the terms and conditions of all Software and End User License Agreements that are in place or required for each piece of software issued and used for their specific degree program. This includes, but is not limited to, products provided by Adobe, Lectora, Microsoft and others not listed here that may have been or shall be provided at any future period by CEC, its schools, subsidiaries or affiliates. Operating System and Application software made available to online students is due in part to Colorado Technical University's parent organization, Career Education Corporation, which has purchased the Microsoft Campus Agreement Student Option for all of its affiliated schools. Career Education Corporation is extending students the "right to use" during the term of the agreement. Students do not own the license or the CDs; rather they are leasing the license and CDs from Career Education Corporation for the term of the agreement.

The rights granted herein pertain only to those Microsoft software products provided by Colorado Technical University or its authorized fulfillment provider and are subject to the terms and conditions of the Microsoft Campus Agreement Student Option.



Students will be required to remove the Software from their personal machines immediately upon the earlier of (a) any event, with the exception of graduation, which causes them to no longer to be a student of Colorado Technical University or (b) expiration of the Campus Subscription Enrollment license period. If students graduate during the agreement period, the Software license will convert to a perpetual license (meaning the student will then own the Software) as verified in the Student License Confirmation. Under this Agreement, students will:

- Abide by the license agreement associated with this Software.
- Understand that no technical support is provided by Career Education Corporation, its schools, subsidiaries or affiliates.
- Understand the minimum specifications to run the Software as listed;
- Understand that the student will be required to remove the software from their personal machine immediately upon the earlier of (a) any event, with the exception of graduation, which causes the student to no longer be a student of the institution or (b) expiration of the Campus Subscription Enrollment license period.
- Understand that if Career Education Corporation does not renew the Student Option Agreement, then the student must delete or remove the Software licensed under this Agreement from their computer at the time the agreement expires or is terminated.
- Understand that if the student graduates from a Career Education Corporation affiliated school during the agreement term, the Software license will convert to a perpetual license (meaning the student will have full ownership of the software).
- Understand that it is the student's responsibility to contact the institution to obtain the Student License Confirmation, which is proof of Software ownership, prior to graduation.
- Understand that it is their responsibility to safeguard all student software media distributed to them by Career Education Corporation, its schools, subsidiaries or affiliates against loss, damage or any other event which may render the media unavailable or unusable.
- Understand that media is only allowed to be distributed one time per the terms set forth in the Microsoft Campus Agreement. The method of distribution is dependent upon the software and could be physical media or electronic download.

### **Why does CTU have E-Books for Textbooks?**

CTU is dedicated to leveraging new technology to enhance its program delivery. Therefore, the majority of classes delivered through the Virtual Campus will use e-books.

E-books are electronic versions of textbooks that provide students anytime, anywhere access to course materials on a variety of computers and devices, such as iPads and iPhones, Android tablets and smartphones, and others.

Students can still bookmark a page and highlight key passages. Better yet, students can word search an entire textbook without flipping back-and-forth between an appendix and the text, as well as search key words across all the e-books on their bookshelf.

For more information on e-books, visit the Student Success Center or click [here](#).

### **What can I expect from the CTU Library?**

The library provides resources to supplement your in-class learning and textbook. It has over 50,000 books, 450 million articles, plus images and video available for your research needs. Librarians are available to assist in all aspects of researching. Additional resources are available at campus libraries, including computers, free printing, study space, and tutoring services.

### **How do I access the library resources?**

Click on the Library tab at the top of the Virtual Campus or the MyCampus Portal to find digital collections, e-books, online resources, instant message reference services, and course specific research guides.

For more information on library services, contact the librarian using information provided on the portal library page.

### **What are common University policies?**

#### **What should I do if I am going to miss an assignment deadline?**

As you move through your degree program, it is understandable that you may hit roadblocks that will impact your ability to meet deadlines. Time management and planning are two skills that successful students master at CTU. If you find yourself in a situation where you will be unable to meet a deadline it is important for you to communicate with your faculty member in advance if it all possible. If you are unable to notify your instructor in advance be sure to make contact as soon as possible to discuss how to proceed.

### **What is CTU's late assignment policy?**

In order to move quickly and successfully through CTU courses, specific deadlines for all assignments will be clearly stated in the course syllabus and through each of your instructors.

A key characteristic of successful working professionals is the ability to meet project and assignment deadlines. CTU fosters and supports this responsibility, as each student is expected to submit the course assignments on or before the relevant due dates.

A student may experience certain life events and other pressing commitments that result in the submission of late work. In all instances, CTU encourages the student to work closely with his/her faculty member to meet the course requirements while balancing professional and personal obligations.

CTU approaches these situations through a consistent application of late work deductions for assignments submitted beyond the due date:

- 1-3 days beyond the due date: 10% penalty of total assignment points.
- 4-5 days beyond the due date: 15% penalty of total assignment points.
- 6-7 days beyond the due date: 20% penalty of total assignment points.
- 8+ days beyond the due date: no points awarded for assignment unless faculty member agrees to an adjusted due date.

If a student desires his/her faculty member to consider a new due date for an assignment, the student needs to communicate to his/her faculty the circumstances that prevent the submission of the assignment on the due date. The explanation should be communicated to his or her faculty member prior to or within 1-3 days following an assignment due date.

The faculty member discusses the situation with the student and sets a realistic new due date (i.e., per the length of time to the new due date and relative to the original due date) for the assignment. If an instructor accepts a discussion board assignment late, the student may only earn credit for the main post.

If the assignment is submitted on or before the new due date, no late work deductions will be made. If the assignment is submitted after the new due date, the above late work deductions would be applied.

All late assignments will be graded within seven days of a student's submission or prior to the end of session grading deadline for the course, whichever is earlier.

In all instances, no late work will be accepted from a student beyond the timeframe of the course end date, unless an Incomplete has been granted.

While an assignment may be submitted after its due date or a new due date may be agreed on with the faculty member, each student must adhere to CTU's attendance standards in accordance with the administrative withdrawal policy.

For courses that include intellipath™ technology for graded assignments, students are encouraged to participate often to improve their knowledge; therefore the late assignment policy does not apply. Should a student be unable to meet a deadline, it is expected the student will make arrangements in advance with the instructor to submit work late. A penalty for late work will be assigned at the discretion of the faculty member.

Please refer to the policy, which can also be found in the course information section of the classroom.

### **What is the CTU grading scale?**

CTU utilizes a 4.0 grading scale. To review the grading system in depth, please click [here](#) to view in the University policies.

### **What is Satisfactory Academic Progress (SAP)?**

All students must maintain satisfactory academic progress in order to remain enrolled at the University and remain eligible to continue receiving federal financial assistance. To learn more about the specifics of satisfactory academic progress policy click [here](#).

### **How do I calculate my Grade Point Average (GPA)?**

GPA: Total Quality Points ÷ Total Earned Credits

Total quality points are the points for which your grade is worth. For example, an 'A' is worth 4 quality points; a 'B' is worth 3 and so on. Once you have determined the point value for your grade, multiply that by the number of credits a course is worth. To see the full list of quality points in the University Catalog, click [here](#) and review the grade scale chart.

If you received an 'A' in a 2 credit class, and a 'B' in a 4 credit class you would have 20 total quality points.

Earned credits are any classes that you have taken & have received a final grade of A-F. If you fail a class, the 'F' grade will be factored negatively into your CGPA because you are earning that 'F' grade. Since you are unable to graduate with an 'F' you must retake that course at which point the 'F' will no longer negatively affect you. For more information on retaking a failed or passed course, click [here](#).

### **Does CTU have an honors program?**

The University provides all undergraduate students the opportunity to appear on the Dean's list or the President's list if you meet the academic requirements as outlined in the University Catalog. To learn more click [here](#).

**How do I see my name on an honors list?**

For students attending courses through the Virtual Campus, you will need to release your name to be seen on lists. To update your privacy setting, log into the Virtual Campus and access the "My Profile" link on the top, gray menu bar. Select "Edit Profile", and select "Privacy Settings". Lastly, check the box that states "show me on honors lists."

For students attending courses at a local campus an honors list will be posted and displayed on campus.

**What mobile tools are available to me?**

CTU Mobile offers a secure, convenient way to complete your education with your smartphone or tablet for [Android](#) and [Apple](#) devices. You can also download Microsoft Office Apps to your smart device. For more information, click [here](#).

**What are reasonable accommodations for individuals with disabilities?**

To ensure equal access to its programs and activities, the University is committed to providing reasonable accommodations, including appropriate auxiliary aids and services, academic adjustments (inside or outside the classroom), and/or modifications to the University's policies and procedures, to qualified individuals with disabilities, unless providing such accommodations will result in an undue burden, lower academic standards, require a substantial program alteration, or pose a direct threat to the health or safety of the individual or others.

**Who can request a reasonable accommodation?**

Any student who self-identifies as having one or more disabilities who has a school status of original enrollment, re-entry, or active.

**How do I initiate a request for a reasonable accommodation?**

If you are taking courses at your local campus, please contact the ADA/504 Coordinator on your campus. You can find your contact [here](#)

If you are enrolled through the Virtual Campus, you can send an email to [ADA504@coloradotech.edu](mailto:ADA504@coloradotech.edu).

**What information do I need to provide to request a reasonable accommodation?**

To request a reasonable accommodation, you must submit a *Student Request for ADA/504 Accommodations* form and a *Provider Certification of Disability & Recommendations for Accommodation* form completed by a qualified health care

provider or diagnostic professional. The ADA/504 Coordinator can provide you with these forms as well as additional information.

### **How will my instructors know that I have been approved to receive reasonable accommodations?**

#### *Campus*

You will be asked to authorize your campus ADA/504 Coordinator, or the Coordinator's designee, to disclose your approved reasonable accommodations to your instructors who have a need to know, including but not limited to discussing the implementation of the specific reasonable accommodations listed on your *Agreement Concerning ADA/504 Accommodations*. Please contact the ADA/504 Coordinator at your campus if you have questions:

### **How long will it take to process my request for a reasonable accommodation?**

To enable Colorado Technical University to review a request for a reasonable accommodation and, if approved, to implement the reasonable accommodation in a timely manner, you should submit the request at least six weeks before the first day of classes, or as soon as possible.

### **What are common university processes?**

#### **If I would like to change my schedule who should I contact?**

##### *Virtual Campus*

The Student Success Coach department can assist you with questions or changes to your course schedule. They can be reached by dialing (866) 813-1836 and selecting the appropriate Option.

Please make your request as early as possible (in advance of the session you are requesting the adjustment) in order to avoid potential long wait times. For changes needed in the upcoming session, your request should come no later than one week prior to the last day of the session to ensure proper processing time.

\*Please note changes made to your schedule may impact your financial aid agreement if the number of credits per session changes. A Student Success Coach may ask you to speak to the Financial Aid department prior to making scheduling requests.

\*\* Please note that rate of progress and cumulative GPA can also be impacted when changing schedules. Students are encouraged to contact their Student Success Coach team if you have any questions about how this impacts you.

### *Campus*

Please contact your Student Success Coach to discuss any changes to your schedule that are needed and to address any questions or concerns you have about your academic program.

### **How long will it take to change my schedule once I make a request?**

Wait times for requested changes to your schedule may vary depending on time of session. Generally speaking, requests for the upcoming session should be made well in advance of the start date to ensure you have the correct course materials. Requests can be immediate or may take a number of weeks based on volume.

### **How can I change my instructor or course section?**

#### *Virtual Campus*

The opportunity to change your instructor or your course section can only be made during add/drop week. To make the desired change, you must contact your student success coach. A change of section can only be made if there are seats available in another section.

Any assignments submitted prior to a section change must be resubmitted and you should reach out to the new instructor to ensure that they are graded.

### *Campus*

Please contact your student success coach to discuss any changes to your schedule that are needed and to address any questions or concerns you have about your academic program. Typically, changes to your schedule must be made prior to the beginning of the term.

### **Who can I contact if I have a question about my degree program?**

#### *Virtual Campus*

The Prior Learning Assessment (PLA) Team can assist you with questions on your degree plan. They can be reached by dialing (866) 813- 1836, and select the option to discuss your schedule or e-mailing [PLAGeneralInquiries@coloradotech.edu](mailto:PLAGeneralInquiries@coloradotech.edu).

### *Campus*

Please contact your student success coach at your local campus to discuss your degree plan and to address any questions or concerns you have about your academic program.

### **What should I do if I want to change my program?**

#### *Campus*

To explore the option of changing your degree program, or request a change to your degree program, please contact your Student Success Coach or Admissions Advisor on campus.

### *Virtual Campus*

If you have already started classes and would like to change to a different program, please contact your Student Success Coach. You can call (866) 813- 1836, when prompted select schedule changes or program changes as your option or e-mail your Student Success Coach directly. You will want to begin by researching what programs are available in the academic catalog. Be sure to get your request in early. Processing a program change takes a number of weeks.

\*Please note students on probation status may not change their program. For questions on your academic status, please contact your Student Success Coach.

\*\*Please note new students should continue to work with their Admissions Advisor to adjust an upcoming program.

### **My instructor is not replying to my e-mails, who do I contact for help?**

If an instructor is unresponsive to your communications after 48 hours, you will want to contact your Student Success Coach. To ensure a quick turnaround time, please include your full name, student identification number as well as a copy of your e-mail or proof of communication, the instructor's name and the course title or conditions at hand. The University will initiate the steps for an investigation into your concerns. Investigations can take up to 72 hours, so in the meantime it is recommended that you continually attempt all avenues of communication, while also continuing to work on all assignments to prevent falling behind in the course.

### **What happens if I disagree with a grade in a class or on an assignment?**

If you are dissatisfied with a grade on an assignment, please start by reading the feedback your instructor has given you. This can be found in the classroom within the grade book. Each grade is assigned in the classroom with feedback to ensure that learning and improvement can be achieved. If after this review you have additional questions, please contact your instructor overseeing the course directly to resolve your concerns. If the student is unable to resolve their concerns through the instructor, the grade appeal policy is located [here](#).



**I am repeating a course, or have work from a class that I've taken and I would like to submit it again; can I use it?**

CTU maintains a high expectation for original work and the full disclosure of those expectations can be found in the Repurposing and Re-use of Student Work Policy located [here](#).

**What does CTU do with the feedback I provide when I fill out the end of course survey?**

Each end of course survey is utilized to gather information about various aspects of the course and classroom. The curriculum team reviews your answers related to curriculum concerns and the faculty team reviews your answers related to faculty concerns. Your feedback is greatly appreciated and has a direct impact on the assessment of the performance of faculty members and any future changes to the course and curriculum.

**What do I do if I have a complaint?**

From time to time throughout your program you may be faced with situations that lead to disagreements or frustration. This could happen with your colleagues, faculty, or even with other University representatives. CTU expects that you maintain professionalism and attempt to resolve the issue with the staff and/or faculty member most closely aligned to your concern.

If you're experiencing a problem or concern, please follow the resolution guidelines contained in the Student Grievance Procedure located in the University Catalog. The Student Grievance Procedure is designed so that a student's grievance can be investigated and addressed promptly. In order to achieve that, it is strongly recommended that the student begin these steps at the first indication of a problem or concern. For a full explanation of the steps a student should take to submit a complaint, please review the Student Grievance Procedure within the University Catalog by clicking [here](#).

**Who do I contact for technical assistance for the MyCampus Portal or the Virtual Campus?**

*Campus:*

Each campus has a technical support/help desk team to assist with technical issues that may arise while utilizing the MyCampus Portal. Please contact your campus's technical support/helpdesk team.

*Virtual Campus:*

Technical Support is available 24 hours a day/7 days a week/ 365 days a year.

*Technical Support Contact Information:*

- Phone: 1-866-813-1836, select the option for Technical Support

- E-mail: [support@coloradotech.edu](mailto:support@coloradotech.edu)
- Live Chat: Click on the “live chat” link on the “support” page. Use the online chat features and receive answers to questions in real time.
- Online Ticket: Click on the “create ticket” link on the “support” page. Request help online by filling out a short form and submitting it to a Technical Support; a representative will respond to the problem or request by updating the ticket and by phone or e-mail.

*What is needed when contacting Technical Support?*

When contacting Technical Support, there are a few things to have ready that will help troubleshoot a problem:

1. Notes pertaining to what was being done or attempted when the error occurred;
2. Information regarding the error message that was received;
3. The student login account information and Student ID (when contacting by phone);
4. A valid phone number and e-mail address where you may be contacted if connection is lost or there is a need to follow up with the problem.
5. It is helpful to retain your Incident/Ticket Number should additional follow up be needed.

**If I need to take a break from school what are my options?**

*Virtual Campus*

Students taking courses through the Virtual Campus are encouraged to review all information within the University Catalog to be informed about policies to assist students with unique circumstances that may prevent them from pursuing their course(s) or program. Depending on your circumstances, if you had to take a break from the University, in which you took no classes, it may ultimately result in withdrawing from the University and you would no longer be considered an active student. There are a number of other alternative options to withdrawing from the University, such as electing to take a Standard Period of Non-Enrollment or Leave of Absence, which our Student Success department can review with you. In the event you need to take a quarter off for a personal reason such as illness, , military duty, jury duty, care of a family member, or bereavement, please refer to our Leave of Absence Policy in the Catalog – University Policies by clicking [here](#). In the event you need to take a session off, please refer to our Standard Period of Non-Enrollment policy in the Catalog – University Policies by clicking [here](#)

## *Campus*

If you are taking courses at a campus, please contact your Student Success Coach to discuss available options to you. There are a number of other alternative options to withdrawing from the University, such as electing to take a Standard Period of Non-Enrollment or Leave of Absence, which a Student Success Coach can review with you.

### **How do I come back to the University after I have withdrawn?**

A student who has been withdrawn from CTU will need to contact the Admissions (Re-entry) Department. The student must indicate their desire to return through e-mail or in person to the University. You will then be contacted for additional steps that need to be taken for your return to school.

For students re-entering their program through a campus location, all requests must be directed to an Admissions Advisor.

Before returning, some students may have academic holds and the University will address those at the time of your request to re-enter.

### **Where do I go to request a transcript?**

A student may request an official transcript from the University by contacting the campus directly or electronically. To request an official transcript electronically an electronic transcript exchange service is provided to all students; the service is called Parchment. To access Parchment Exchange, enter the Virtual Campus or My Campus Portal and click on the “request your official transcript” link. Use the “other” button to specify recipients of your transcript for both admission and employment purposes. As part of a one-time account setup, you will be asked to provide the last 4 digits of your social security number for identity verification. A transcript fee is assessed regardless of transcript hold status. If you have an outstanding balance preventing release of your transcript, the University will not be able to issue your official transcript. Please contact Student Accounts for assistance to resolve your account. Withdrawn students may access the Parchment Exchange site through [www.coloradotech.edu](http://www.coloradotech.edu) click on campus locations, choose –your campus, and then choose transcript request. Students also have the ability to request a transcript from their campus by completing an official transcript request form and credit card authorization form; completed forms can be faxed, emailed, or mailed to the locations below:

Colorado Technical University Colorado Springs  
Attention: Registrar's Office  
4435 N. Chestnut Street, Suite E  
Colorado Springs, CO 80907  
Email: [registrar@coloradotech.edu](mailto:registrar@coloradotech.edu)

Colorado Technical University Aurora (Denver)  
Attention: Registrar's Office  
3151 S. Vaughn Way  
Aurora, CO 80014  
Email: [cturegistrar@coloradotech.edu](mailto:cturegistrar@coloradotech.edu)

Colorado Technical University Online  
Attention: Outgoing Transcripts  
231 N. Martingale Road  
Schaumburg, IL 60173  
Fax: (866) 371-8821  
Email: [uasadminteam@coloradotech.edu](mailto:uasadminteam@coloradotech.edu)

### **What can interfere with my ability to obtain an official transcript?**

Requests for transcripts will not be honored if any outstanding charges are not paid on your account.

### **Where do I go to get enrollment verification from CTU?**

#### *Campus:*

To request an enrollment verification, contact the University Registrar's Office on campus

#### *Virtual Campus*

Enrollment verifications can be found by following the Academics tab on the Virtual Campus. There is a link on the left side that is labeled enrollment verification. Before printing the enrollment verification, you will be given the option to choose the enrollment in which you are you looking for verification, and whether or not you would like your GPA included. The Registrar's Office can also provide enrollment verification letters and assist you with questions in regards to enrollment verification. They can be reached by dialing (866) 813-1836, select enrollment verification as your option when prompted or by e-mail [uasadmin@coloradotech.edu](mailto:uasadmin@coloradotech.edu).

### **I feel confident with my skills in English or math, but I don't have transfer credit. Is there a test I can take?**

CTU allows for potential proficiency credit for selected courses. Fast Track exams are offered to allow students the opportunity to demonstrate mastery in specific subject areas. Fast Track exams are scheduled before the corresponding courses are scheduled by the Prior Learning Assessment Specialist or Student Success Coach upon request of the student.

The following provisions apply:

- Students in applicant or active school status who are meeting satisfactory academic progress are eligible to attempt Fast Track exams.
- Students are required to satisfy all pre-requisites prior to scheduling Fast Track exams for some subjects.
- Fast Track exams are available for a testing period of seven days. Once the exam begins, students have a five-hour window to complete it. Students will only be permitted one attempt per exam.
- To earn proficiency (PR) credit, students must demonstrate mastery of the subject by earning a 70% or greater on the exam.
- CTU recommends no more than two Fast Track exams be scheduled in one testing period.
- Students are ineligible to attempt a Fast Track exam for course(s) with an earned letter grade or withdraw status.
- Fast Track exams must be attempted prior to last quarter of study.
- Proficiency credit through Fast Track exams is applicable to CTU and is not guaranteed to be transferred to another institution.

## **FINANCIAL AID/Student Accounts**

### **What exactly is Financial Aid?**

Financial aid funds are made available for purposes directly related to obtaining an education at CTU. There are several types of financial aid with different re-payment requirements.

Students are responsible for all charges as published in the tuition and fees schedule. To view the tuition and fee schedule, click [here](#). Arrangements for payment of all charges must be made prior to the first day of each session. CTU reserves the right to remove a student from class or administratively withdraw a student from CTU at any point in time for not fulfilling their financial obligations to CTU defined as follows but not limited to:

- Student has not made satisfactory payments on any outstanding payment plans or balance.
- Student has not satisfactorily completed or provided all required University documents.

CTU is staffed with very knowledgeable financial aid officers ready to guide and assist students through the financial aid process.

### **What is the difference in the Financial Aid Office & the Student Accounts Office?**

The Financial Aid and Student Accounts offices work together however they are separate entities. Financial Aid is responsible for setting up your award based off of eligibility determined by the United States Department of Education or to ensure your tuition is covered. The Student Accounts department is there for assistance with making payments, explaining specific charges against your student statement, and processing of funds.

### **What is the FAFSA?**

The Free Application for Federal Student Aid (FAFSA) is an application that can be filled out annually to determine eligibility for federal student financial aid.

### **Why do I have to fill out the FAFSA again?**

The FAFSA needs to be filled out when entering into a new FAFSA year. The FAFSA year runs from July 1<sup>st</sup> – June 30<sup>th</sup>. Upon entering a new academic year if overlapping with these dates, you may be requested to complete this application again.

### **How do I know how much I am paying for tuition?**

Upon enrolling, you will receive information regarding the cost per credit hour for your tuition within your enrollment packet. This is also posted on the Virtual Campus for your reference. The amount that you will be paying will change depending on the number of credits needed to complete your program. You may also visit your financial aid award letter as well as your 'student statement' under the 'student accounts' tab on the Virtual Campus to determine what is being charged quarterly to your account.

### **What happens to my financial aid if I withdraw?**

The date of your withdrawal will determine your eligibility for your financial aid.

### **Who do I contact if I have questions about my tuition or my bill?**

You may contact either the Financial Aid department or the Student Accounts department with any question regarding your tuition or bill. Financial Aid and Student Accounts will work together to assist in making sure your questions are answered.

### **How do I pay my tuition bill?**

Students may have all tuition covered by grants and loans. This will be dependent on the eligibility after completion of the FAFSA application. All eligibility for the federal grants and loans will be determined by the United States Department of Education and are need based. If you are not eligible for Title IV aid through the Department of Education, you may choose to pay your tuition using an out of pocket payment plan which is an interest free payment paid directly to the school on a month to month basis.

Some students may also be eligible for tuition reimbursement through their employers or may have Military Education Benefits as assistance as well.

If a student chooses to set up a payment plan while actively enrolled, a student can make their payments in the following manner:

- On the Virtual Campus/MyCampus Portal under the accounts tab, with a bank debit/credit card; a major credit card, or with bank account number
- Student can call Student Accounts and make a payment over the phone with a customer service advisor
- Students can have funds automatically drafted from their credit card or bank account, by setting up auto pay on the Virtual Campus under the accounts tab or they can speak with a Student Accounts Customer Service Advisor over the phone to set up auto pay
- Student can set up auto pay by going through their bank and have payments electronically sent to the University
- Student can mail a check to our University lockbox address: Colorado Technical University; 13459 Collections Center Drive; Chicago, IL 60693
- Student can have funds wire transferred to the University from their bank

### **How do I find out more about Financial Aid?**

Financial Aid information can be viewed directly online through the Virtual Campus or MyCampus Portal. If you have questions about the information available online or have questions that cannot be answered through the online format please contact the Financial Aid department at your campus.

Our goal is to provide students all the assistance they need. Financial Aid officers are available to support students throughout their program.

## **CAREER SERVICES**

### **What can I expect from Career Services?**

Career Services supports the mission of CTU by offering students and alumni resources and opportunities that enable them to successfully manage their careers. Through 1:1 career coaching, the steps to success webinar series, resume and cover letter reviews, recorded mock interviews, professional networking events, job postings and employer information sessions, student and alumni learn the essentials of executing a results-oriented job search. While CTU makes no guarantee relative to securing employment

or a specific salary range, the Career Services department can provide tools and assistance relating to job acquisition and promotion.

### **How do I reach Career Services?**

#### *Campuses:*

Connect with your local Career Services via the MyCampus Portal. If you are on campus, you may also stop into their offices during their hours of operation.

#### *Virtual Campus:*

If you are taking courses through the Virtual Campus you can connect with Career Services for any career related questions Monday-Thursday 8:00a.m. - 7:00p.m. and Friday 8:00a.m. - 5:00p.m CST. in the following ways:

- 1) **Phone:** 1-866-813-1836 via the appropriate Option.
- 2) **E-mail:** [careerservices@coloradotech.edu](mailto:careerservices@coloradotech.edu). All emails will be responded to within 24 business hours.

### **When can I begin using the resources provided by Career Services?**

Once you have started classes, you are encouraged to connect with their Career Coach to establish your career goals and create a personalized career management plan.

### **Where can I get information about the commencement ceremony?**

#### *Aurora and Colorado Springs Campuses*

Stop by Career Services or connect with an advisor through the MyCampus Portal to discuss graduation options and get detailed information about the commencement ceremony held in Denver, Colorado.

#### *Virtual Campus*

For information about the commencement ceremony held in Denver, Colorado, visit the Virtual Campus>>>Career Services Tab>>>In-Person Ceremony.

All students graduating from online degree programs are invited to participate in a virtual graduation ceremony as well. One week before classes end, students receive an invitation via e-mail with login instructions. Registration is not necessary and family and friends can be invited to view the ceremony. There is a live chat reception from 11am to 12pm CST on the day of the ceremony and the archived presentation is viewable for one year.



### **How can I stay connected with CTU after graduation?**

Stay connected to CTU to take full advantage of the many benefits available to you, your fellow classmates and alumni including:

- Networking Opportunities
- Social Media-LinkedIn, Facebook, Twitter, Instagram and Google+
- Access to Career Services
- CTU-branded merchandise
- The CTU Virtual Campus
- Access to the CTU Library and Learning Center
- And much more

Best of all, there are no membership dues or fees and you automatically become a member upon graduation. You'll be able to take full advantage of everything our growing community has to offer.

### **How can I join a CTU student organization?**

All students at CTU are provided the opportunity to become a member of a student organization. Student organizations provide leadership opportunities. Local campuses have a Student Senate among other student-run organizations. Students interested in these services at campuses should contact their academic advisor.

## **SAFETY**

### **What is the Student Right-to-Know Act?**

Also known as the "Student Right-to-Know and Campus Security Act" (P.L. 101-542), which was passed by Congress November 9, 1990. Title I, Section 103, requires institutions eligible for Title IV funding to calculate completion or graduation rates of certificate- or degree-seeking, full-time students entering that institution, and to disclose these rates to all students and prospective students. To read the disclosures that are under the Students Right-to-Know act click [here](#).

### **Does CTU have a policy regarding criminal background checks?**

CTU maintains a Criminal Conviction Policy. In an effort to maintain a safe educational and working environment for students and staff, Colorado Technical University does not accept applicants who are known to have certain types of criminal convictions. Admitted students who are discovered to have misrepresented their criminal conviction history to Colorado Technical University are subject to immediate dismissal. Similarly, students

who commit certain types of crimes while enrolled are subject to immediate dismissal. As such, students convicted of any criminal offense while enrolled must report that conviction to the school within ten (10) days of receiving the conviction. Students who fail to report a criminal conviction while enrolled are subject to immediate dismissal. Colorado Technical University reserves the right to conduct criminal background checks on applicants and students in circumstances deemed appropriate by Colorado Technical University.

**What policies does CTU have regarding safety and security at campuses?** The safety and security of students, employees, and guests of CTU are of primary importance. Complacency is the worst enemy of a safe campus; therefore, everyone must actively think about safety in all areas of campus life. If anyone has knowledge of a situation that would have an impact/effect on the safety or well-being of another student, faculty or staff member, it must be reported to Campus Security Authority personnel immediately. Any and all injuries that occur on the CTU campus or within the laboratory clinical setting for medical students need to be reported to the respective program chair or dean at once. Additionally, security guards are located on all CTU campuses and will escort you to your vehicle, if so desired. Please contact your campus for the available hours for a security escort.

Students can also promote safety on campus by adhering to the following guidelines:

- Safety glasses must be worn at all times in medical laboratory and clinical settings.
- Any student found to not be following proper safety techniques, to include not using proper personal protective equipment, may be removed from their respective program.
- In all medical courses and those courses occurring in a laboratory, proper “sharps” safety must be followed at all times.
- All medical students will double-glove during clinical rotations.
- Lapses of student judgment deemed detrimental to others are grounds for counseling and possible dismissal from CTU
- Horseplay or other inappropriate and/or dangerous behavior is not permitted in any classroom, lab, or clinical areas.
- Unsafe and/or unprofessional behaviors include actions that threaten or violate the physical, biological or emotional safety of other students The following are examples of unsafe practices:
  - Physical Safety

- Inappropriate use of side rails, wheelchairs, positioning devices, or any device that protects students from the risk of falls, lacerations, burns, etc.
- Biological Safety
  - Failing to follow prescribed procedures when in either a medical or Criminal Justice Forensics laboratory session; recognize errors in aseptic technique, attending medical course clinicals while ill, performing technical actions without appropriate supervision, and failing to seek help when needed.
- Emotional Safety
  - Threatening other students, staff or faculty, making others feel fearful, providing inappropriate or incorrect information, failing to seek help when needed, or demonstrating unstable emotional behavior.
- Unprofessional Behavior
  - Verbal or non-verbal language, actions, or voice inflection which compromises rapport with other students, faculty or staff.

Violation of these standards has serious repercussions. Any student violating these standards will be immediately removed from the classroom, lab, or clinical areas. At the discretion of CTU, such violations may also result in dismissal from the program and/or CTU.

## **Alcohol/Drug Awareness Programs Overview**

### **Drug and Alcohol Abuse Prevention Information**

Information about drug and alcohol abuse prevention is made available to students and employees in the Consumer Information Guide and Annual Security Report documents. These documents are available online on the student portal and on the public website.

In accordance with the requirements of the Drug-Free Schools and Communities Act of 1989 (Public Law 101-226), the University provides all students with the following information concerning school policies and the consequences of the manufacture, distribution, possession, or use of federally illegal drugs or alcohol.

Students are prohibited from the unlawful manufacture, distribution, possession, or use of drugs made illegal under local, state or federal law, or alcohol while on University property or participating in any school activity. Violation of this policy will subject students to disciplinary action up to and including dismissal. In addition, a violation may result in local, state, and/or federal criminal charges.

Legal sanctions under local, state, or federal laws may include:

- suspension, revocation, or denial of a driver's license
- loss of eligibility for federal financial aid or other federal benefits
- property seizure
- mandated community service
- felony conviction that may result in 20-50 years imprisonment at hard labor without benefit of parole
- monetary fines

In addition to local and state authorities, the federal government has four agencies (the Drug Enforcement Agency, U.S. Customs Service, Federal Bureau of Investigation, and the U.S. Coast Guard) engaged in combating illegal drugs. One should be aware that:

- it is a crime to hold someone else's illegal drugs
- it is a crime to sell fake "dope"
- it is a crime to be in a house where people are using illegal drugs, even if you are not using them
- it is a crime if drugs are in your locker, car, purse, or house which is considered "constructive possession"

Drug abuse, which can affect one's physical and emotional health and social life, is the utilization of natural and/or synthetic chemical substances for non-medical reasons to affect the body and its processes, the mind and nervous system and behavior. Drugs can be highly addictive and injurious to the body. Among the manifestations may be loss of a sense of responsibility and coordination, restlessness, irritability, anxiety, paranoia, depression, acting slow-moving, inattentiveness, loss of appetite, sexual indifference, coma, convulsions, and death.

There are classic danger signals that could be indicative of drug use. These danger signals include:

- abrupt changes in mood or attitude
- continuing slump at work or school
- continuing resistance to discipline at work or school
- cannot get along with family or friends
- unusual temper flare-ups
- increased borrowing of money
- heightened secrecy
- a complete new set of friends

Information regarding the effects of commonly abused drugs may be found on the internet at [www.nida.nih.gov/Drugs\\_ofAbuse.html](http://www.nida.nih.gov/Drugs_ofAbuse.html).

Drug and alcohol abuse education programs are offered by local community agencies. The school will post information about such education programs at the Office of Student Services.

While care must be taken to ensure that a person is not wrongly accused of drug use, it is recommended that anyone who notes danger signals in either a student or employee contact the University President's Office. If it is determined by the University President that a student is in need of assistance to overcome a drug problem, he/she may be counseled on the need to seek assistance. The cost of such assistance or treatment will be the responsibility of the student. Records of such counseling will remain confidential.

In certain instances, students may be referred to counseling and/or a substance abuse help center. If such a referral is made, continued enrollment is contingent upon attendance and successful completion of any prescribed counseling or treatment. Students who are seeking treatment for a substance abuse problem may contact the President's Office. Confidentiality will be maintained. In addition, students who believe they have a substance abuse problem may find sources of treatment or advice by referring to the section of the local telephone book titled "Drug Abuse & Addiction Information and Treatment."

***There are also national organizations that may be contacted for help, such as:***

- The Alcoholism and Drug Abuse Hotline 1-800-ALCOHOL (1-800-252-6465)
- National Drug Abuse Helpline 1-866-874-4553
- The National Institute on Drug Abuse Treatment Referral Hotline 1-800-662-HELP (4357) or <http://findtreatment.samhsa.gov/>
- Al-Anon for Families of Alcoholics 1-800-344-2666

Students must notify the University President, in writing, within five days of being convicted of a criminal drug statute at the school. Disciplinary action will occur within 30 days of receipt of the written notification and may range from a letter of admonishment to dismissal.

#### **SUPPORT SERVICES REFERRALS: HOTLINES/SELF-HELP SUPPORT GROUPS**

**NOTE:** Because leadership changes often in self-help groups, the listed telephone numbers may change. Hotline information/referral numbers are for reaching those that can provide crisis counseling, refer callers to local agencies, and provide information and/or printed materials.

Al-Anon for Families of Alcoholics	(888)-425-2666
Alcohol & Drug Abuse Hotline	(800) 729-6686
Alcohol Abuse Aaron Addiction Helpline & Treatment	(800) 992-4414
Be Sober Hotline	(800) 237-6237

Depression/Alcohol and Drug Addiction Trauma Hotline	(800) 544-1177
Alcohol & Drug Abuse Hotline	(800)-729-6686
Narcotics Anonymous Referral Service And Treatment Program	(800) 711-6375
National Council on Alcoholism and Drug Dependence Hope Line	(800) 622-2255
Substance Abuse and Mental Health Services Administration	(800) 662-HELP (4357)
National Help Line for Substance Abuse	(800) 262-2463