ROSS COLLEGE ONLINE - STUDENT GUIDELINES
October 2016

PURPOSE OF ROSS' STUDENT GUIDELINES

You are enrolled in school to have the opportunity to develop skills and knowledge that can help you pursue an entry-level position in your chosen field of study. A cooperative attitude while attending school will provide Ross the opportunity to better serve you in those educational pursuits; consequently, the Student Guidelines are provided to assist you in getting the most out of your educational experience at Ross!

OPERATING SYSTEM REQUIREMENTS

Ross College Online Computer Specifications Canvas and its hosting infrastructure are designed for maximum compatibility and minimal requirements.

Screen Size

- Canvas is best viewed at a minimum of 800x600, which is the average size of a notebook computer.

Operating Systems

- Windows 7 and newer (users on Windows 10 need to download the Windows 10 Anniversary Update to submit Canvas assignments)
- Mac OSX 10.6 and newer
- Linux - chromeOS

Mobile Operating System Native App Support

- iOS 7 and newer (versions vary by device)
- Android 2.3 and newer

Computer Speed and Processor

- Use a computer 5 years old or newer when possible
- 1GB of RAM
- 2GHz processor

Internet Speed

- Along with compatibility and web standards, Canvas has been carefully crafted to accommodate low bandwidth environments
- Minimum of 512kbps

Screen Readers

- Macintosh: VoiceOver (latest version for Safari)
- PC: JAWS (latest version for Internet Explorer)
- PC: NVDA (latest version for Firefox)
- There is no screen reader support for Canvas in Chrome

Supported Browsers

Canvas supports the current and first previous major releases of the following browsers:
- Internet Explorer 11 and Edge (*Windows only*—please make sure your operating system is also current as noted in the computer specifications lesson; you may need to download the Windows 10 Anniversary Update to submit Canvas assignments)
- Safari 9 and 10 *(Macintosh only)*
- Chrome 52 and 53
- Firefox 48 and 49 (Extended Releases are not supported)
- Flash 22 and 23 (used for recording or viewing audio/video and uploading files)
- Respondus Lockdown Browser (supporting the latest system requirements)

LEARNING ENVIRONMENT REQUIREMENTS
- Internet access with a 28.8K modem or faster. (A minimum 56k modem is recommended to download components such as audio files.)
- Ability to accept browser cookies
- JavaScript enabled on your Web browser
- Latest version of Adobe Flash Player Latest version of Adobe Reader
- Set your browser to refresh at every page
- Not be behind a firewall that blocks cookies or blocks access to a secure server
- All pop-up blockers turned off
- Have speakers connected to your computer and turned on.

ATTENDANCE POLICY
Online students are required to login to their online classrooms regularly. For online courses, the definition of attendance is student submission of a gradable item. The definition of a 'gradable item' includes:

- Threaded discussion post
- Submission of a quiz/test
- Submission of a written assignment

Note: Gradable items must be submitted within the online course system as instructed. Sending an email to an instructor does not count as a gradable item.

Meeting the attendance requirements does not indicate that the student has completed all of the required class work for a particular week. Meeting the attendance requirements indicates only that the student has participated sufficiently to be considered in attendance for that week. Assignments are graded on their merit and according to the guidelines established within the course and for the individual assignment. Online students who have not met attendance requirements in all classes for more than seven days will automatically be dismissed from the College. Failing to meet the attendance requirement for one class while continuing to meet attendance in a second class will not

result in dismissal but may adversely affect a student's grade in the class in which the student fails to meet the attendance requirements. The College may withdraw a student from the class in which the attendance requirements are not met. In such cases, a final grade of 'F' will be issued for the course. Failure to attend or withdrawing from a class may adversely affect a student's financial aid status.

ATTENDANCE TERMINATION POLICY

Regardless of notification, if a student is not in attendance for seven consecutive days from the last date of attendance, the student will automatically be terminated. Students who notify the school prior to seven days having elapsed will be withdrawn on the date of notification. The Director has the discretion to waive the termination based upon extenuating circumstances.

ACADEMIC HONESTY POLICY

Ross College expects honesty from students in the creation and submission of their academic work. Academic dishonesty is a serious violation of the trust upon which an academic community depends. Every student must agree to abide by the Ross Academic Honesty Policy and uphold the principles of honesty, integrity, and accountability in their academic work. Students are responsible for knowing and observing accepted principles of scholarly research and writing in all academic work. If a violation of the Academic Honesty Policy is suspected, the student will be provided the opportunity to explain to their instructor the events that led to the allegation by his or her instructor. If the instructor is convinced that the student is guilty of academic dishonesty, one or more of the following penalties may be imposed by the Director of Online depending on the seriousness of the offense:

- Reprimand the student
- Require that the work in question be done over
- Assign a grade of zero on the work involved
- Assign a grade of F for the course
- Terminate the student from the program

If more than one student is involved, the situation must be discussed with each one individually.

STANDARDS OF SATISFACTORY ACADEMIC PROGRESS

All students must maintain Satisfactory Academic Progress (SAP). In order to maintain Satisfactory Academic Progress, a student must meet minimum standards of cumulative grade point average (qualitative measurement) and cumulative rate of completion (quantitative measurement). Cumulative Rate of Completion is defined as credit hours earned versus credit hours attempted. In order to graduate, a student must successfully complete all courses in the program with a grade point average of 2.0/C or higher with no a grade less than 1.0/D in any individual course.

MAXIMUM TIME FRAME

A student who enrolls in a program must complete the program no more than one-and-one-half times the normal published length of the program. That is, the credit hours attempted cannot exceed 1.5 times the credit hours required to complete the program. If the student cannot complete the program during the maximum time period, the student will be terminated from school and will be no longer eligible for Title IV funds.

EVALUATION POINTS

The school determines whether students are meeting the minimum Satisfactory Academic Progress requirements at evaluation points described below. The student receives academic, attendance and/or financial aid advising from the school, as the school deems necessary in its discretion. The student's Cumulative Grade Point Average and Cumulative Rate of Completion will be evaluated after each payment period during the program. Please refer to the "Start Date" section of the catalog to determine when your program/academic year midpoint date will occur as based on your program start date.

MINIMUM SAP ACADEMIC ACHIEVEMENT AND COMPLETION REQUIREMENTS

At the progress report evaluations, a student must meet the following minimum cumulative grade point average (CGPA) and cumulative completion rate by program (CROP) – CROP is evaluated by credit hour (i.e., credit hours attempted versus credit hours successfully completed). These standards are listed by program as follows:

Progress Report Evaluation	Cumulative Grade Average *	Cumulative Rate of Completion
End of Payment Period #1 (Midpoint Date)	2.0 CGPA	75%
End of Payment Period #2 (Academic Year #1 End date)	2.0 CGPA	75%
End of Payment Period #3 (Academic Year #2 Midpoint)	2.0 CGPA	75%
End of Payment Period #4 (Academic Year #2 End date)	2.0 CGPA	75%

SAP APPEALS

Students who wish to appeal the determination that they are in violation of the SAP Policy must submit an appeal to the Director of Ross Online. Appeals will be considered when extraordinary circumstances such as health, family, financial, transportation, childcare or other personal issues exist. The student's appeal must include why the student failed to meet SAP standards and what has changed that will allow the student to meet the standards at the next evaluation point. The letter must be postmarked within 3 calendar days of the end of the SAP evaluation point. The letter should describe any circumstances that the student feels deserve further consideration. An appeal decision will be made and the student notified accordingly.

SAP PROBATION

Students who are notified of an approved SAP Appeal will be placed on SAP Probation for the subsequent SAP evaluation period. While on SAP Probation, the student is eligible to receive financial aid. Students who do not meet the SAP Policy requirements or the requirements of an Academic Plan upon the end of the subsequent SAP evaluation period will be terminated from their program. No additional appeal may be taken.

COURSE REPETITIONS

If a course must be repeated, both attempts will count as credits attempted in the credit completion percentage. Both grades earned will be included in the calculation of the cumulative GPA.

GRADUATION

An Associate of Applied Science Degree will be awarded to each student who successfully completes all program requirements in the specified time, has a grade point average 2.0 or higher with no less than a final grade of a D/1.0 in any individual course.

SUGGESTIONS AND CONCERNS

We encourage any suggestions or concerns you may have. Please offer these suggestions or voice your concerns to the appropriate staff member. If you believe that your concern has not been resolved after meeting with the Director, please adhere to the following procedure: Contact in writing the Concern Resolution Department of Ross Education, LLC: Ross Education, LLC, Concern Resolution Department Attention: Ms. Kathleen Brown, 22800 Ms. Brown will forward your concern Hall Road, Suite 800, Clinton Township, MI 48036 to the appropriate corporate supervisor and your written concern will be acknowledged within three (3) working days. A response in writing will follow within ten (10) working days. If the response does not rectify the situation, contact Ms. Brown at (810) 637-6100 Extension 20050. A meeting will be arranged for the concerned principals.