



ROSS COLLEGE ONLINE STUDENT GUIDELINES 2018-2019

Please call the campus for more information.
You may call 1-888-588-1854 or visit our website at www.rossonline.edu.

Auxiliary aids and services may be available upon request to individuals with
disabilities. Dial TTY Number 7-1-1

For more information about our graduation rates, the median debt of students who completed the
program and other important information, visit our website at <http://rosseducation.edu/consumer-info>

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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

Computer Specifications

Canvas and its hosting infrastructure are designed for maximum compatibility and minimal requirements. Students are required to have reliable access to a PC or Mac but may use a mobile device such as a phone or tablet as a secondary means of access coursework in Canvas. Accessibility to Canvas is extremely limited when using a Chromebook or Kindle.

Screen Size

Canvas is best viewed at a minimum resolution of 800x600. If you want to view Canvas on a device with a smaller screen, we recommend using the Canvas mobile app.

Operating Systems

- Windows 7 and newer
- Mac OSX 10.6 and newer
- Linux - ChromeOS

Mobile Operating System Native App Support

- iOS 11 and newer (versions vary by device)
- Android 5.0 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:

- **Chrome** 65 and 66
- **Firefox** 59 and 60 ([Extended Releases](#) are not supported)
- **Flash** 29 and 30 (used for recording or viewing audio/video and uploading files)

- **Internet Explorer 11** (*Windows only*—functionally supported; may exhibit slight visual differences from other browsers, but these differences do not restrict product functionality or accessibility)
- **Edge 41 and 42** (*Windows only*)
- **Respondus Lockdown Browser** (supporting the latest [system requirements](#))
- **Safari 10 and 11** (*Macintosh only*)

You should always use the most current version of your preferred browser. Your browser will notify you if there is a new version available.

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

ACADEMICS

ATTENDANCE

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 or interactive 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.

Student Withdrawals

In the event that a student withdraws or is terminated from the program before the program completion date, the refund policy will be applied to the total tuition and fees assessed. If it is determined that a tuition and fees obligation remains to be paid, payments are expected to continue according to the enrollment agreement until the remaining balance is paid in full/

Official Student Withdraws

A student maintains the right to withdraw from a program any time after the cancellation period. The student must take the following steps to official withdrawal from school:

- Notify the Campus Director/Associate Director or school official in person or writing of the intent to withdrawal from school
- Complete the Student Official Withdrawal form
- If a student is receiving Financial Aid, he/she is advised to meet with the Financial Aid Student Services Representative on campus

In the event the student fails to complete the Student Official Withdrawal form they will be considered an unofficial withdrawal.

Unofficial Withdrawal

Regardless of notification, if a student is not in attendance for seven consecutive classroom training days (7 calendar days for WV and on-ground AAS programs) 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. In the event that a student withdraws or is terminated from the program before the program completion date, the refund policy will be applied to the total tuition and fees assessed. If it is determined that a tuition and fees obligation remains to be paid, payments are expected to continue according to the enrollment agreement until the remaining balance is paid in full.

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 grade less than 1.0/D in any individual course.

Course Repetitions

If a course must be repeated, both attempts will count as credits attempted in the credit completion percentage. The second grade earned will also be included in the calculation of the CGPA.

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 campus catalog to determine when your program/academic year midpoint date will occur as based on your program start date.

Grading System

The grading scale is based on a 4.0 system. Students are expected to maintain satisfactory progress in each course. All tests and assignments are graded against a 100% scale which is assigned a letter grade and a grade point average according to the chart below:

Numeric Grade	Letter Grade	Grade Point
90 – 100	A	4
85 – 89.99	B+	3.5
80 – 84.99	B	3
75 – 79.99	C+	2.5
70 – 74.99	C	2
65 – 69.99	D+	1.5
60 – 64.99	D	1
Below 60	F	0
Withdrawal	W	0
Incomplete	I	0

Criteria for Honors Designations

To promote academic excellence and to recognize exemplary academic achievement, the following system is recommended for honor designations at evaluation periods and upon graduation.

3.75 - 4.00

High Academic Honors

3.50 - 3.74

Academic Honors

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 of 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%

Satisfactory Academic Progress (SAP)

If the minimum standards for CGPA or CROP are not met at the end of a payment period, a student may be placed on Financial Aid Warning. The Financial Aid Warning period will be one payment period. Title IV funds may be disbursed during the Financial Aid Warning period.

If a student is substantially below the CGPA or CROP standards on any progress report, the student may be dismissed without a Financial Aid Warning period. This may be done if, in the opinion of the Online Campus Director, the student cannot meet the minimum standards for Satisfactory Academic Progress during the Financial Aid Warning payment period.

A student will be terminated at the end of the Financial Aid Warning period if the minimum standards of Satisfactory Academic Progress are not met. Students who satisfy the conditions of Satisfactory Academic Progress at the end of the Financial Aid Warning period will be considered to be meeting Satisfactory Academic Progress standards.

Students are notified in writing should they fail to meet the minimum standards of Satisfactory Academic Progress following an evaluation period.

SAP Appeals

Students who wish to appeal the determination that they are in violation of SAP must submit an appeal to the Campus Director. 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 and what has changed that will allow the student to meet SAP standards at the next evaluation point. The letter must be postmarked within three (3) calendar days of the end of the SAP Warning Period. 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 appeal will be placed on Satisfactory Academic Progress (SAP) Probation for one payment period. While on SAP Probation, the student is eligible to receive financial aid. Students who do not meet SAP requirements or the requirements of an Academic Plan upon the end of the SAP Probation period will be terminated. No additional appeal may be taken.

Withdrawals

Non-punitive grades for courses awarded by the school include: "W". Non-punitive grades are not included in the computation of a student's overall CGPA. The credit hours associated with any courses for which non-punitive grades are received by a student are included in the student's Maximum Time Frame and credit completion percentage as credits attempted.

The grading scale for online programs does not include any non-punitive grades, and consequently, non-punitive grades are not included in the computation of a student's overall CGPA or in the student's Maximum Time Frame and credit completion percentage.

GRADUATION

Residency Requirement

Though credits may be applied to a student's degree program through transfer from institutions other than another Ross College and through other means, the total number of these credits cannot exceed 75 percent of the credits in the student's degree program. In addition, the student must complete the final 25 percent of a degree program's credits or 50 percent of a degree program's concentration credits in-residence at any Ross College, whichever is the greater benefit to the student.

Graduation Requirements

An Associate of Applied Science Degree will be awarded to each student who successfully:

- Complete all program requirements in the specified time

- Have a cumulative grade point average 2.0 or higher with no less than a final grade of a D/1.0 in any individual course
- Students must have satisfied the College’s residency requirement

In addition, students must satisfy his/her financial obligations to Ross College in order to receive a copy of his/her transcripts.

GENERAL ADMINISTRATIVE INFORMATION

ELECTRONIC DEVICES

Classroom Computers

Classroom computers are available for your use at your local Ross campus. The computers at Ross are for educational purposes only. The programs on the computers cannot be changed in appearance or format, nor can programs or software be installed. The computers cannot be personalized in any way (i.e., screen savers, etc.). Computer disks and any external storage devices from outside Ross cannot be used in the computers. Any computer/hardware abnormalities must be reported to the instructor immediately. Ross provides and maintains computers and internet access for students while actively enrolled in a Ross program.

Ross Email Accounts

Are available upon request

RESPONSIBLE USE OF SOCIAL MEDIA

Students using sponsored Ross Education L.L.C. social media sites, such as pages in Facebook, and Instagram, are expected to conduct themselves in a manner that complies with the terms of the student code of conduct. The code of conduct also applies to those students who identify themselves with Ross College and/or use their Ross email address in social media platforms such as professional blogs, LinkedIn, Facebook, etc.

While Ross does not typically provide editorial review of the content of social media sites used by its students, Ross does reserve the right to ask students to take down content that is deemed in violation of the student code of conduct, from third party complaints, applicable law or regulation, or computer and network management concerns.

SUGGESTIONS AND CONCERNS

We encourage any suggestions or concerns students may have. Please offer these suggestions or voice concerns to the appropriate staff member. If the concern has not been resolved after meeting with the Campus Director, please adhere to the following procedure:

*Contact in writing the Concern Resolution Department of Ross Education, LLC:
Ross Education, LLC, Concern Resolution Department
22800 Hall Road, Suite 800, Clinton Township, MI 48036
Or email: RossStudentConcerns@rosseducation.edu*

The Concern Resolution Department will forward the concern to the appropriate corporate supervisor and a written concern will be acknowledged within three (3) working days. A response in writing will follow within ten (10) working days. Any and all parties regarding the complaint in question are aware of the progress of the complaint as it escalates and have the opportunity to speak on their own behalf when it comes to the complaint. If the response does not rectify the situation, contact the Ross Student Resolution Department at (810) 637-6100 Extension 20050. If at any time a student cannot resolve the complaint in question at the institutional location level, he/she is not obligated to go straight to corporate but has the opportunity to go to the state instead of going to corporate first. A meeting will be arranged for the concerned principals as needed.

Failure to adhere to the student guideline regulations will be cause for disciplinary action, up to and including dismissal from the program and school.