



NORTH GREENVILLE
UNIVERSITY

Christ Makes the Difference

T. Walter Brashier Graduate School

GRADUATE STUDENT MANUAL

2017-2018



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UNIVERSITY**
Christ Makes the Difference

Congratulations! On behalf of the Graduate Academic Services Office, I'd like to be among the first to welcome you to our community. You have made an outstanding choice in selecting North Greenville University's T. Walter Brashier Graduate School for the next step in your education. As a student, you will find caring faculty and staff, open doors and minds, and obtain a Christ-centered education, which we pray, will be invaluable on your journey. I hope you will take advantage of all North Greenville University's Graduate School has to offer. The path will be rigorous, but will be worth it in the end.

Over the next few months, you will have opportunities to learn more about North Greenville University and the Graduate School. Should you have any questions or concerns, please do not hesitate to contact the Graduate Academic Services Office. We will happily answer any questions you have or direct you to the appropriate office or person. Our doors are always open to you, and we look forward to playing an important role in your journey in the graduate school.

Enclosed you will find information to help you plan and prepare for your graduate career. Special care and attention should be given to your student account and policies and procedures regarding registration and payments.

If you have ANY questions, please do not hesitate to contact my office. We desire for this to be a meaningful time of growth for you. Each Member of my team is here to help navigate the path of your educational endeavors and reach the goal of obtaining a graduate degree. If you cannot reach me, always feel free to contact the Graduate Academic Advisor, Kelly Tillinghast at Kelly.Tillinghast@ngu.edu or by phone 864.663.7534. Kelly will assist all students in registration and course matriculation plans.

Our Mission: The Graduate Academic Services Office seeks to enhance North Greenville University's graduate student's educational experience by providing exceptional assistance in services necessary for a high quality and Christ-centered graduate education.

I wish you the best!

**Dr. Tawana P. Scott
Asst. VP of Graduate Academic Services
North Greenville University
Tawana.Scott@ngu.edu
864.877.1598**

Student Accounts

Students at NGU will receive access to three systems through the university: Email (CrusaderMail), Student Portal, and Blackboard. The credentials for these three accounts are the same. If a student has any trouble logging into any of these systems, please contact the **IT Helpdesk** at **864.977.7272** or email them at helpdesk@ngu.edu. *Please note that if you have an active NGU student account from previous enrollment in our Undergraduate Program or CAPS, your credentials should remain the same.*

Your username is comprised of your last name and the last FOUR digits of your Student ID number, which is located on the top right corner of your statement. **Example: Scott1234**

Your Password is created using the first three letters of your name and the last FIVE digits of your social security number. Capitalize the first letter of your last name. **Example: Sco12345**

Blackboard is the online platform that presents our online courses and supports our face-to-face courses. **Student Portal** is the University's database that enables you to view tuition statements, view and make payments, view term offerings, transcripts, and final grades.

Courses will be made available for viewing in Blackboard **ONE WEEK before classes begin**. Please do not contact our office until that time regarding access to classes. We will refer you to this manual.

There is no cost for Online Student Verification and Privacy procedures.

When accessing Student Portal the **most important thing to remember is that you MUST change the term to your specific term** to access the correct information. The system will ALWAYS default to the current undergraduate term. Terms follow the Following Pattern:

Graduate Programs:, GRAD-SP2-18, GRAD-SU-18, GRAD-FA1-18 etc.

Doctor of Education: EDD-SP2-18, EDD-SU-18, EDD-FA1-18, etc.

Doctor of Ministry: DMIN-SP-18, DMIN-FA-18, DMIN-SP-19, etc.

CrusaderMail is the **official mode** of communication with **all students**. All students are required to utilize this email account as it is the default email system for Blackboard and notifications from the Graduate Academic Services Office. You are responsible for checking it, as important emails may only be sent to that address. All graduate students will need to periodically check spam & clutter files as it has come to our attention that emails are often incorrectly placed there by an automatic filtering system.

Go to *password.ngu.edu* Select the enroll option. Login with your current NGU credentials and answer 5 security questions. You will receive email confirmation letting you know this was completed successfully. The next time you need to change your password, it is ready for you. This also works if you accidentally lock out your account because you mistyped a key too many times or left the caps lock key activated. Go to the same page and use the unlock option.

Financial Services

Tuition payment is due the **first day of the month in which the term starts**. (If registered after the first of the month, payment will be due immediately.)

Payments can be processed as follows:

- **Online Payments** – Can be made through the “My Ledger” tab on Student Portal. *Please Note:* Payments made by eCheck, using a checking account and routing number, will incur **no additional fee**. Debit and Credit card transactions **will incur an additional processing fee per transaction**. If you are unable to make a payment online, TMS can be reached at 1-888-722-4867 and payments can be made over the phone.
- **Payment plan** – Available for Graduate students in the “My Ledger” tab on Student Portal. An **administration cost of \$20** will be assessed each term a payment plan is utilized.

There will be a 2 month payment plan available for each 8 week Graduate term. The deadline to pay or set up a payment plan is the 1st day of the Month in which the term begins.

Please Note: Payments made by eCheck, using a check routing number and account number, will incur **no additional fee**. Debit and Credit card transactions **will incur an additional processing fee per transaction**.

If you have questions, please email student.accounts@ngu.edu or call (864) 977-7900.

For more information, visit <http://www.ngu.edu/business-office.php>.

- **By check** – Mail payment to North Greenville University 405 Lancaster Avenue, Greer, South Carolina 29650. Please send to the attention of “Graduate Academic Services.” Please include your Student ID Number and the term in which you are currently registered (i.e. GRAD-FA1-16, etc.) on the check.
- **Financial Aid** – Student loans are available for most graduate students. ALL INFORMATION regarding applying for loans must be obtained through the financial aid department on the Tigerville Campus at 864.977.7056. There are no federal grants (such as the Pell Grant) for graduate students. Information regarding this can be obtained online from the Graduate Financial Aid Webpage <http://www.ngu.edu/graduate-financial-aid.php>. You may also access the FAFSA form through this page.
 - Please complete your FAFSA, sign the Promissory Note and complete the Entrance Interview on the fafsa.gov. PLEASE NOTE you will need to update the FAFSA by the beginning of summer term each year. **Please see financial aid class withdrawal policies under the withdrawal section of the manual.**
 - Beginning with the 2017-2018 school year, North Greenville University Students will be required to “accept” or “decline” their financial aid award package. Students will use the MyFinAid Portal to view their financial aid information and interact with the NGU Financial Aid Office. Students will also have the ability to change loan amounts through this portal and view/obtain missing documents. All loan steps must be completed and accepted by the Monday before the start of the term.

- For more details go to <http://www.ngu.edu/financial-aid.php>.
- Students who are utilizing financial aid be advised that withdrawing from a course before the 60% mark will result in loan money being sent back to the loan company. This may result in you owing NGU a prorated percentage for your course(s).

Account Overage Refund

In the event you become eligible for a refund:

Required: Select a Refund Preference with the following steps:

- Log in to your NGU student portal
- Select “My Ledger” and Select “Make Payment”
- Choose Log in Method
- Log in through the Single Sign On Portal to the TMS Afford.com Student Account Center (SAC)
- Complete the “Payment Preference” information by selecting Direct Deposit or Prepaid Card

In the event you need to change your refund preferences, please do so with the following steps:

- Follow first 4 steps above
- Select the “Refund” Tab at the top of the SAC to make any changes to your preferences
 - If you do not see a refund tab, or have additional questions, please contact the business office at 864-977-7007 or by email at refunds@ngu.edu.

*If you are a student receiving military/VA benefits, please contact The Graduate Academic Services Office about the particulars of your benefits.

Scholarships

Scholarship information for ministry students can be found on the Graduate Financial Aid webpage at <http://www.ngu.edu/graduate-financial-aid.php>. Students may also seek private scholarship through organizations and foundations at their own inquiries.

Registration

Students can view course offerings on Student Portal or at <http://www.ngu.edu/academic-terms.php>. If a student finds course offerings are not posted, they should contact the Dean of their designated program.

The Graduate Academic Services Office will assist you in registration for each term. All students will be notified through their NGU email by the Graduate Academic Advisor that registration for the next term has been made available.

If a student's cumulative GPA has fallen below a 3.0, they may be blocked from registration. They should contact Dr. Tawana Scott, Asst. VP of Graduate Academic Services directly. Students can monitor their GPA through the Student Portal under the transcript tab.

Registration will be open by mid-term of the current term for the upcoming term. Please do not delay in contacting our office to register for classes as the academic offices determine course offerings based on registration numbers (i.e. classes fill and close or classes do not make and may be cancelled). *We request students to register for classes no later than THREE WEEKS prior to the class start. (I.e. students may be assessed a late registration fee if this protocol is not followed). Our office greatly appreciates early registration.*

Withdrawal from Class

Students who wish to withdraw from a class/classes at the graduate school must contact the Graduate Academic Services Office to request a withdrawal form. The withdrawal does not become official until the completed and signed form is returned to the Graduate Academic Services Office. Access to classes is given to students one week prior to the start of each term in order for students to assess the workload required for their course(s). All requests to drop must be completed prior to the start of the term. No tuition refund is made after the first three days of the term. If a student wishes to withdraw after the first week, the student is responsible for the full tuition. If the student has obtained a student loan and requests a withdrawal prior to the 60% point of the term, the student loan will be pro-rated, initializing a return of funds to the lender. In this case, the student may owe money to North Greenville University, as the student is responsible for the full tuition amount. If the student has received a refund from the school for additional funds in their loan, the amount owed to the school may be greater than the tuition for the class.

After the first week of classes, students will receive a grade assignment. If a student has not made a reasonable attempt to complete assigned work for the course, they will receive a grade of Withdrawal Failing (WF). A WF impacts a student's transcript in the same way as an F.

If there are extenuating circumstances and a student is not able to complete a class by the assigned dates, the student and their professor must come to a full agreement for an Incomplete to be administered. A student only has until the end of the subsequent term to fully complete the work for the class or the grade automatically becomes an F. This will result in the student being placed on academic probation until the grade has been replaced.

Final Grades

Please do not obtain final grades from Blackboard. Final grades are to be obtained each term through Student Portal. We **do not** send statements or final grades through the mail. If you need assistance, please contact the Graduate Academic Services office at (864)663-0182.

Student ID

A Student ID Card is **required** for all students. Student ID Cards are needed to check out books from the library on the Main Campus. A Student ID Card will also give you access to Younts

Wellness Center on the Main Campus.

To obtain a Student ID Card, please email a digital copy of a headshot to Kelly.Tillinghast@ngu.edu and indicate if you would like the ID to be mailed to you or if you would like to pick up the ID at the Graduate Academic Services Office.

Textbooks

The list of textbooks is posted on the Graduate School website <http://www.ngu.edu/required-text.php>, *not on Student Portal*. The link is called "Required Text". You may order online from a vendor of your choice or get them from The University Bookstore (<https://www.bkstr.com/northgreenvillestore/home>). Books are typically delivered to the graduate school two weeks before classes begin, and can be purchased from one of our office staff during normal business hours. The bookstore personnel will be at the graduate school the first night of class if you decide to wait until then. We strongly recommend obtaining texts early, as some classes require reading in advance.

Parking Pass

If you plan to visit any of North Greenville University campus for any reason, you will need a parking pass to avoid a very large fine. Please obtain a parking pass online at www.permitsales.net/NGU. A parking pass is **required** to park at any campus, including the Graduate School.

Graduation

ALL STUDENTS MUST SUBMIT AN APPLICATION FOR GRADUATION. This form is due August 25th if graduating in the December and January 25th if graduating in the May. The form can be found under Graduate Resources at <http://www.ngu.edu/graduate-resources.php>.

****Students are Responsible for their course matriculation and should address any questions with the Graduate Academics Services office. Students that do not turn in a Graduation Application before the deadline, will forfeit their Graduation date to the following May or December Graduation date.*

There is a mandatory graduation fee required from ALL students. The amount of this fee is \$150. The fee is required for a student to receive their degree whether they participate in graduation ceremonies or not. This fee will post to your statement during your FINAL TERM. We host a special hooding ceremony for graduate students. We strongly encourage your participation in this event. Details will be sent as a student approaches graduation after they have submitted the Graduation Application. Please stay in contact with the Dean of your program or your academic advisor to stay up to date with regards to your matriculation plan and graduation.

Wireless Internet

The wireless password for the CrusaderConnect network is **crusader** (lowercase 'c'). Please contact the IT Department at helpdesk@ngu.edu if you are having connectivity issues.

NGU Graduate Student Complaint Policy

Purpose

North Greenville University recognizes the value of information provided by students, employees, and others in assessing the institution's performance. This policy serves to address significant violations of the institution's standards, policies, and procedures. This policy is in accordance with the Principles of the Southern Association of Colleges and Schools – Commission on Colleges (SACSCOC) regarding student complaint procedures.

Procedures

Any student who is unclear about which type of procedure would be most appropriate in a given case should feel free to discuss the following options with a dean of the appropriate graduate program or with Dr. Tawana Scott, Assistant Vice President of Graduate Academic Services.

Procedure for Handling General Complaints

Because we are a Biblical institution, students should practice the Biblical principal following Matthew 18:15-18. Students should first attempt to resolve their disputes with the individual, followed by the individual's immediate supervisor and/or dean. Students are responsible for being familiar with the Graduate Student Manual which contains policies and regulations governing the University or specific University entities.

Procedure for Handling Complaints Involving Special Policies

1. Complaints or grievances related to issues of sexual misconduct, harassment, bullying, or discrimination of any kind should follow procedures applicable to those policies. For issues of this nature, contact NGU's Title IX Coordinator, Robin McCarter, Upstairs in the Craft Hemphill Building, (864) 977- 2008, robin.mccarter@ngu.edu.
2. Grade appeals should be handled in accordance with the Grade Appeals Procedure found in the Graduate Student Manual or Bulletin.
3. Students wishing to file appeals related to Academic Suspension and Financial Aid Eligibility should follow the procedure outlined in the Graduate Student Manual. Also, correspondence regarding these matters should be directed to Dr. Tawana Scott, Assistant Vice President of Graduate Academic Services.
4. Complaints and appeals related to NCAA regulations should follow the procedures applicable to NCAA or conference guidelines. Contact the North Greenville University NCAA Compliance Coordinator, Dustin Fuls, (864) 977-7254, dustin.fuls@ngu.edu.

Procedures for Filing a Complaint

Complaints about significant violations of a North Greenville standard, policy, or procedure must be submitted in writing by the complainant and addressed directly to the Assistant Vice President of Graduate Academic Services at North Greenville University. The University will not consider a particular communication to be a serious complaint requiring a response under this policy unless it is in writing and signed by the complainant. The University will not act on anonymous complaints or complaints forwarded to the University.

In general, the University will acknowledge a written complaint within 20 business days or a reasonable period after its receipt by the Assistant Vice President of Graduate Academic Services. Complaints should be addressed to the issue at hand.

For a timely review by staff, the complainant is responsible for including the following in the written complaint:

1. A statement describing the complaint in the clearest possible terms. If possible, indicate the relevant policy or procedure in question.
2. A clear and concise written description of the evidence upon which the complaint is based (materials and adequate documentation used to support a complainant's allegations should be limited to and directly related to the reported case). The evidence should state relevant and provable facts.
3. A description of any action that may have already been taken in an attempt to resolve the issue or any persons who have worked with a complaint on the issue.
4. An acknowledgment that University staff may send a copy of the complaint to the person(s) involved.
5. Complainant's signature. Within 30 business days after acknowledging receipt of the complaint and under the direction of the Assistant Vice President of Graduate Academic Services, North Greenville University personnel will review the complaint and its documentation and determine whether it is within the scope of University policies and jurisdiction and if there is adequate documentation. NGU will inform the complainant regarding the disposition of the complaint to include one of the following:

1. The complaint will not be processed further. The complaint is not within the scope of University policies and jurisdiction or there is inadequate documentation to raise questions concerning the complaint.
2. The complaint has sufficient substance to warrant further review. NGU will make every effort to expedite the review; however, the time required to conduct the review may vary considerably depending on the circumstances and nature of the complaint. Upon completion of the review, the complainant will be notified regarding one of the following:

- The complaint is without merit.
- A resolution will be suggested.

The response is submitted to the complainant and forwarded to the Chief Academic Officer. Records regarding student complaints are kept in the office of the Chief Academic Officer.

Communication

This policy is communicated through the graduate school website.

References:

<http://www.sacscoc.org/pdf/081705/complaintpolicy.pdf>

http://www.che.sc.gov/CHE_Docs/academicaffairs/SARA/ComplaintForm.pdf

Graduate School Contact Information

*To speak with **Dr. Dr. Randall Pannell, M.Div. Chief Academic Officer**, regarding faculty, staff, class feedback or issues, or for any other reason, please contact:*

Suzanne Sellers, Administrative Assistant to the Chief Academic Officer
864.877.3052 Suzanne.Sellers@ngu.edu

*Regarding **registration, student services, student account information, financial assistance, or books**, please contact the **Graduate Academic Services office**.*

Dr. Tawana Scott, Assistant Vice President of Graduate Academic Services
864.877.1598
Tawana.Scott@ngu.edu

Kelly Tillinghast, Graduate Academic Advisor
864.663.7534
Kelly.Tillinghast@ngu.edu

Dr. Tracy Kramer, Dean of the Graduate School of Business
864.334.4101
Tracy.Kramer@ngu.edu

Dr. Shelley Dugle, Dean of the Graduate School of Education
864.663.0157
Shelley.Dugle@ngu.edu

Dr. Gregory Davenport, Dean of the Graduate School of Health Science
(864) 509-8980
Gregory.Davenport@ngu.edu

Dr. Larry McDonald, Dean of the Graduate School of Ministry
864.877.6239
Larry.Mcdonald@ngu.edu

Dr. Marianne Holland, Dean of the Graduate School of Music Education
864.977.7086
Marianne.Holland@ngu.edu